



together possible.

**The World Wide Fund for Nature is looking for a Coordinator of  
Complaints and Appeals Management Mechanism (CAMM) for its  
Republic of Congo Office**

**Want to make a positive difference to the future of people and our one shared home, the Earth? Working with WWF could be your opportunity of a lifetime:**

All around the world, people are waking up to the deepening crisis of nature loss. A growing realization that nature is our life-support system. And that nobody will be spared from the impacts of its loss. Here at WWF, we are helping to tackle this enormous global challenge.

Our people come from hugely diverse backgrounds and with a variety of expertise, ranging from HR and finance to advocacy and conservation science. We welcome applications from anyone who believes they can help us create a better future for people and wildlife.

**What we do:**

We are an independent conservation organization, striving to sustain the natural world for the benefit of people and wildlife. From individuals and communities to business and government, we are part of a growing coalition calling on world leaders to set nature on the path to recovery by 2030. Together, we seek to protect and restore natural habitats, stop the mass extinction of wildlife, and make the way we produce and consume sustainable.

For our Country Programme Office in the Republic of Congo, we are looking for a dynamic and committed **Coordinator of Complaints and Appeals Management Mechanism (CAMM)**.

**Reports to:**

**Reports to:** CISSES Unit Environmental and Social Safeguards Coordinator

**Dotted line report:** WWF Congo Country coordinator

**Supervises:** CAMM Technical Assistants, Focal Points and CAMM Consultants

**Location:** Brazzaville

**Duration:** one (01) year

**Mission of the Department:**

The Sustainable Land Use Program (PUDT), led by the Government of the Republic of Congo, as part of its partnership with the Central African Forest Initiative Africa Forest Initiative (CAFI), aims to define an inclusive and collective process for land-use planning at national level, which will support the implementation of the country's economic diversification policy, as expressed in the National Development Plan 2022-2026. Through promoting zero-deforestation agriculture and sustainable land uses, especially of forests and peatlands, the process will help to ensure a balance between their different uses, while minimizing the risk of conflicts and incompatible overlaps, and taking into account, in a forward-looking manner, the major development projects impacting rural areas (mining, oil, agroforestry). The program's activities are aimed at structuring the land use planning process at the national level by supporting the development of the National Land Use Plan (PNAT), the National Land Use and Development Master Plan (SNAT) 2025 and two pilot departmental plans (SDAT).

To ensure the sustainability of its interventions, the program requires the implementation of a set of environmental and social safeguards including a grievance redress mechanism that will enable any affected stakeholders to have their grievances addressed and to have access to redress in a timely manner.

### **Major Functions:**

The scope of the Coordinator of the Complaints and Appeals Management Mechanism (CAMM Coordinator) is to provide overall oversight and leadership for the development and implementation of the CAMM of the CAFI PUDT program. The CAMM coordinator provides managerial and technical leadership and directs the CAMM team responsible for designing, planning, and delivering all CAMM activities.

Working closely with the National Coordinator of the CAFI Program and the "Coordination Indépendante en Charge du Suivi des Sauvegardes Environnementales et Sociales et de l'Engagement des Parties Prenantes" (CISSES), the CAMM Coordinator reports and represents the CAMM to the donor and MATIER, leads and manages the CAMM Unit, and represents the CAMM to government stakeholders and other partners in the country.

The position will apply participatory management approaches, show strong adaptive management skills and be able to work effectively with a broad range of stakeholders. A strong focus on efficient and effective implementation which delivers measurable impact in line with planned results is essential. The position will ensure compliance with CAFI, AFD and WWF policies and regulations.

### **Major duties and responsibilities**

- Lead and oversee the design, development and implementation of the CAMM for the CAFI program.
- Lead facilitation of the CAMM's committee.
- Oversee the CAMM complaints management procedure and ensure all complaints are addressed timely, fairly and equitably.
- Manage the CAMM team and oversee their performance in line with set targets.
- Lead the development and implementation of annual technical work plans of the CAMM and the CAMM team members and oversee the performance of the programme in line with set targets.
- Manage all administrative functions and activities in line with the program's scope of work and approved annual work plans.
- Identify issues and risks related to CAMM implementation in a timely manner and suggest appropriate programme adjustments and escalate appropriately.
- Ensure the CAMM budget is spent according to plans and in compliance with CAFI and AFD guidelines.
- Work collaboratively with the entire CISSES Unit to ensure a cohesive delivery of environmental and social safeguards for the entire CAFI program.
- In collaboration with the MEL and knowledge management staff, ensure lessons learned from the CAMM implementation are mainstreamed into the overall CAFI program delivery.

### **Required Qualifications, Skills and Competencies:**

#### **Required qualifications and experience:**

- At least a graduate degree in Sociology, Rural Development, Law, Geography, International Relations, Development, or other related fields. A Master's degree is preferred.

- At least 10 years' professional experience in a coordinating role, 3-5 years of which should be in the Congo Basin region, with demonstrated success in managing multi-disciplinary teams.

#### **Required Skills and Competencies:**

- Extensive understanding of development partnerships, donor strategies, functions, relevant regional intergovernmental processes, governmental and international relations.
- Experience in designing and implementing grievance redress mechanisms for large-scale projects and/or programs. An experience in projects and/or programs related to the natural resources management sector will be considered an added advantage.
- Proven experience in facilitation, training, capacity building and learning approaches in the fields of conservation, natural resource management, international development and/or other related fields.
- Proven experience in facilitating multi-stakeholder processes will be an added advantage.
- Excellent oral and written communications skills in French. Fluency in English and/or any national languages such as Lingala, Kituba will be an added advantage.
- Demonstrated effectiveness leading and managing teams able to adapt to dynamic operating conditions to achieve results.

#### **Values & Behaviors:**

- Identifies and aligns with the core values of the WWF organization: Courage, Collaboration, Respect & Integrity;
- Demonstrates WWF behaviors in ways of working: strive for impact, listen deeply, collaborate openly and innovate fearlessly.
- Act with integrity, responsibility and transparency.

#### **Working Relationships:**

**Internal** - The position works with the WWF Congo Country Coordinator, the WWF-Congo Conservation Manager, WWF Congo ESSF Coordinator, and the CAMM team members.

**External** - The position works with the CAFI program coordinator, CISSES Unit Coordinator, MATIER and other government representatives, PUDT partners (CIFOR, CIRAD, WCS, WRI)

*This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.*

#### **How to apply?**

Submit application (CV and Cover letter) through: [recruit-roc@wwfgab.org](mailto:recruit-roc@wwfgab.org)

**Deadline for applications: 5<sup>th</sup> March 2024.**

Thank you in advance for your interest in this position. Please note that only candidates under serious consideration will be contacted for follow up.

***WWF is an equal opportunity employer and committed to having a diverse workforce.***