



Donor Funded Staffing Program

TOR No:	2021-015
Title:	Junior Professional Officer
Grade:	UC
Division/VPU:	Compliance Advisor Ombudsman (CAVP)
Duty Location:	Washington, DC
Appointment Type and Duration:	Two-year Term Appointment

BACKGROUND

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism for the private sector arms of the World Bank Group—the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA). Reporting directly to the President of the World Bank Group, the CAO responds to complaints from people affected by IFC/MIGA supported projects in a manner that is fair, objective, and constructive with the aim of improving social and environmental outcomes on the ground and fostering greater public accountability of IFC and MIGA.

The CAO has three roles:

- **Dispute Resolution:** Working to identify the causes of conflict and helping parties resolve concerns using practical and innovative approaches to dispute resolution (ADR)
- **Compliance:** Overseeing compliance investigations of IFC's/MIGA's social and environmental performance, both on systemic issues and in relation to projects that raise substantial social and/or environmental concerns
- **Advisor:** Providing independent advice to the World Bank Group President and senior management of IFC/MIGA (The Advisory Role)

DUTIES AND RESPONSIBILITIES

The CAO seeks a Junior Professional Officer (JPO) to assist CAO's dispute resolution function and team. The JPO will report directly to the Principal Specialist Ombudsman, and the duties and responsibilities expected are the following:

- Routinely gather and monitor information from inside (corporate relations) and outside sources (including media, NGOs, and Sponsors) on projects, current events, activities and thinking on issues related to CAO activities.
- Produce project briefs for CAO Dispute Resolution (DR), which will include preliminary research related to eligible cases, information retrieved from accessible internal and external sources, summary information on the complaint, detailed information regarding the parties to the complaint, contextual analysis including local, cultural and other conditions relating to the case.

- Upload case information on the Case Management System (CMS) and ensure all relevant and important case points are recorded on the CMS, including telephone calls, documents, reports.
- Provide logistical support and substantive inputs to DR Specialists in the management of cases, including field trips, conference calls, presentations.
- Assist DR Specialists with case related activities as assigned, which may include engaging directly with parties engaged in a DR process.
- Accompany DR Specialists to the field as required.
- Provide support to the Principal Specialist in developing the regional mediator network, the support may include the arrangement of workshops in various countries, and assisting in the recruitment of mediators to participate.
- Provide general support to the Principal Specialist in the performance of his or her duties, the support may include the preparation of presentations relating to CAO DR work, data collection and analysis, drafting of information for the publication of reports and other communication tools.
- Attend and document meetings as required.

Note:

The selected candidate will not be assigned to programs involving his/her own government such as donor coordination and trust fund management.

SELECTION CRITERIA

- Master's degree and at least 3 years practical experience in the dispute resolution or related field, as a researcher, dispute resolution practitioner, lawyer or otherwise.
- Interest in community-level development and social and environmental issues.
- Experience of working with local communities in the developing world.
- Comfortable working, individually and as part of a team, in a pressured environment with issues of ethics and integrity at forefront of work.
- Excellent inter-personal skills, sensitivity and clarity in writing and communication skills in English.
- Strong organizational and research skills.
- A team player with a demonstrated ability to build and maintain effective relationships with colleagues and a wide range of external parties.
- Proven capacity for being an independent thinker and self-starter, with ability to show initiative yet comfortable with taking instructions.
- Proven ability to work in a team and intercultural environment, with minimal supervision.
- Problem solver and results oriented.
- Additional language skill is desirable (e.g. French, Spanish, Russian, Arabic, Portuguese)