

Job Description Form

Classification Date: November 2021

1. Job Type

2. Job Information

Title

Functional Group - Level 1 Grade

Functional Group - Level 2 Job Code

Functional Group - Level 3 CCOG Code

Functional Clearance Required

FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number Supervisor Grade

Supervisor's Title

3. Organizational Setting and Work Relationships

UNHCR's Office of the Ombudsman is one of the three constituencies of the United Nations Office of the Ombudsman and Mediation Services (UNOMS) and, as such, represents the informal component of the UN administration of justice system. The Office of the Ombudsman provides confidential, impartial, independent and informal advice and support to individual personnel or groups of personnel of UNHCR regardless of contractual status, in the resolution of grievances, conflicts, problems and concerns arising in the workplace.

The Associate Conflict Resolution and Mediation Officer is responsible for informal conflict resolution combined with assisting the Office of the Ombudsman with coordination of global data and information activities of the Office of the Ombudsman. The incumbent will provide informal conflict resolution and mediation services and assist the Office of the Ombudsman globally. The global support provided by the Associate Conflict Resolution and Mediation will include serving as focal point for data, information management and technical support in the Office of the Ombudsman. These activities will cover the assessment, design, implementation, monitoring and evaluation of data and statistical activities and development of technical tools of the Office of the Ombudsman, to support proactively the addressing of conflicts, and monitoring and reporting of the activities of the Office.

The Associate Conflict Resolution and Mediation Officer will report to the Senior Conflict Resolution and Mediation Officer. The incumbent will collaborate closely with counterparts in the Psychosocial Wellbeing Section, the Ethics Office, the Inspector General's Office and the Legal Affairs Service, as well as the network of Peer Advisors, the Bureau for Southern Africa and country operations. Such interactions are conducted in a manner which ensures the maintenance of the Office of the Ombudsman's core principles of confidentiality, independence, informality and impartiality.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

4. Duties

- Assist in providing an impartial, independent and informal conflict resolution mechanism for addressing the employment-related concerns of UNHCR personnel.

- Assist in conducting mediations, facilitated dialogues and other conflict resolution processes, including mediations referred by the DHC and UN Dispute Tribunal (UNDT).
- Participate in informal and independent fact-finding as required on issues brought to the attention of the Office of the Ombudsman.
- Offer information and awareness raising for personnel about the functions and mandate of the Ombudsman within the framework of the overall information and communication plan.
- Conduct outreach for conflict resolution, including through field missions.
- Coordinate data and information management activities in the Ombudsman Office:
 - o Consolidate data and information for the Ombudsman Office.
 - o Prepare monthly reports including visitor data and trend analysis for the Ombudsman Office.
 - o Develop information management products such as indicators, templates, maps and dashboards including a comprehensive reporting template for the monthly reports, annual report and thematic reporting of the Office of the Ombudsman.
- Design and implement technical tools such as team mediation surveys and conduct and present analysis to support conflict resolution.
- Support the collection, storage, management and protection of data of the Office of the Ombudsman.
- Provide technical and training support to staff of the Office of the Ombudsman.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P2 - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

Field(s) of Education

Social Science;

Statistics;

Geographic Information Systems (GIS);

or other relevant field.

Psychology;

Information Management;

Computer Science;

Law;

Data Science;

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Mediation;*

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Demonstrated professional knowledge – e.g. must have undertaken the International Ombudsman Association's Foundations of Organizational Ombuds Practice course, and/or the IOA's core course and/or gained IOA CO-OP qualifications, as well as relevant mediation accreditation certification. 2 years in fields relevant to conflict resolution and mediation. 3 years in data or statistical field, 2 years in international context. Experience with data sharing, data management and data analysis to support policy formulation and implementation.

Desirable

Knowledge of national and international statistical systems; experience in data collection and analysis in field situations.

Functional Skills

WB-Mediation;

WB-Counselling;

DM-Data collection methodologies;
DM-Data Management;
DM-Database Design & Development;
DM-Data Collection Analysis;
IM-Statistics Analysis;
DM-Protection Data Management Systems;

(Functional Skills marked with an asterisk* are essential)

Language Requirements

For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.**
For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.**
For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.**

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies

Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies

Empowering and Building Trust
Judgement and Decision Making

Cross-Functional Competencies

Analytical Thinking
Innovation and Creativity
Technological Awareness

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.