

## United Nations JPO Programme



### TERMS OF REFERENCE 19P228

#### Junior Professional Officer (JPO)

##### **I. General Information**

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Title:

JPO in Informal Conflict Resolution

Sector of Assignment:

Conflict Resolution, Mediation

Organization/Office:

United Nations / Office of the United Nations Ombudsman and Mediation Services (UNOMS)

Duty Station:

Nairobi, Kenya

Duration:

1 year (with possible extension for another year)

[Extension of appointment is subject to yearly review concerning priorities, availability of funds, and satisfactory performance]

##### **II. Supervision**

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Title of Supervisor:

Head of Entity

Content and methodology of supervision: Regular meetings with the supervisor and feedback on a continuous basis.

Monitoring of workplan implementation.

Professional guidance and reinforcement as needed.

Mentoring and coaching.

Establishment of a Work Plan: During the first month of the assignment, the Junior Professional Officer (JPO) will work jointly with his/her direct supervisor to finalize an agreed upon work plan. The final work plan will be discussed and mutually agreed to by the JPO and his/her supervisor.

Evaluation: The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate the JPO's performance.

##### **III. Duties, Responsibilities and Output Expectations**

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This position is located in the United Nations Ombudsman and Mediations Services Regional Office in Nairobi that provides dedicated informal conflict resolution services to UN staff in the region. The aim of the Office is to assist UN staff in better managing and preventing conflict escalation in the workplace and to resolve concerns through informal means. The Associate Conflict Resolution Officer reports to and works under the direct supervision of the Regional Ombudsman and under the

overall supervision of the United Nations Ombudsman.

Under the general authority of the United Nations Ombudsman and the immediate supervision of the Regional Ombudsman in Nairobi, the Associate Programme Officer will be responsible for the following duties in the region:

**Programme Management:**

- Supports the Regional Ombudsman and other Case Officers in implementing all aspects of the informal conflict resolution programme of work at the regional level.
- Participates in drafting periodic activity reports which provide statistical overview, analysis of the issues and trends observed and practical recommendations for systemic changes.
- Assists in disseminating information to staff members and related personnel in the region about the functions and mandate of the Ombudsman within the framework of the overall information and communication plan.
- Contributes to the preparation of various written outputs, e.g. draft background papers, analytical notes, sections of reports, inputs to publications on the work of the Office.

**Conflict Resolution**

- Supports the resolution of conflict cases in line with established principles for the organizational ombudsman practice.
- Undertakes preliminary analysis of cases, researches options and makes proposals to the Researches options to address cases and the different avenues open to them, taking into account the rights and obligations existing between the Organization and staff members or related personnel when required.
- Undertakes research to support the resolution of cases and to identify options for visitors.
- Supports stakeholder engagement and organizes and supports meetings in this regard.
- Supports the implementation of the framework on first mandatory mediation consultation.
- Monitors developments at the UN Dispute Tribunal in Nairobi and keeps the Regional Ombudsman abreast of relevant jurisprudence.
- Carries out basic research on selected aspects in the field of informal dispute resolution, including collecting, analyzing and presenting data and information gathered from diverse sources.

**Capacity Building:**

- As appropriate, assists in group processes and presentations intended to build conflict competence skills.
- Supports the implementation of the “Civility Initiative” at the regional level.
- Perform other duties as assigned.

The work implies frequent interaction with staff within the Office, including other regional branches, with stakeholders of the administration of justice system, human resources and administration in the Secretariat.

**IV. Qualifications and Experience**

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**Education:**

Advanced university degree in conflict resolution, social sciences, public administration, legal affairs, or a related field. A first-level university degree in combination with two years qualifying experience may be accepted in lieu of the advanced university degree.

**Work experience:**

A minimum of 2 years of relevant working experience is required.

**Languages:**

Fluency in English is required. Knowledge of another UN language is an advantage

**Other skills:**

Experience in informal dispute resolution systems is an advantage

**UN competencies:**

**Professionalism:** Knowledge and understanding of theories, concepts and approaches relevant in the field of informal dispute resolution. Conceptual analytical and evaluative skills to conduct independent research and analysis. Shows pride in work

and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

## **V. Learning Elements**

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Learning elements include:

- Overall operations of the United Nations Secretariat, including peacekeeping and special political missions and many UN Secretariat entities in Africa
- Informal dispute resolution mechanisms available in the UN system
- Conflict resolution skills
- Programme management skills
- Data collection and analysis skills
- Reporting tools and skills
- Training design and implementation.
- UN Policy knowledge in various domains

After the assignment the JPO will be able to

- Master UN conflict resolution approaches
- Understand the United Nations Administration of Justice system and the informal side of this system in particular
- Gain skills to resolve conflicts informally
- Have a thorough understanding of policy and administrative processes in the United Nations
- Be able to prepare background information, notes and presentations
- Understand the management processes of a department within the UN Secretariat

## **VI. Background Information**

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The United Nations introduced a new system of Administration of Justice for its staff on 1 July 2009, which included a professionalized formal system as well as a strengthened and decentralized informal system. As an integral part of the Organization, the Office of the United Nations Ombudsman and Mediation Services provides informal conflict resolution services to UN staff as well as upward feedback to the Organization on systemic issues. The Office includes a Mediation Service and seven regional branches located in Bangkok, Entebbe, Geneva, Goma, Nairobi, Santiago and Vienna.