

United Nations JPO Programme



TERMS OF REFERENCE

Junior Professional Officer (JPO) 21P055

I. General Information

Title:

JPO in Programme Management

Sector of Assignment:

Programme Management / Conflict Resolution

Organization/Office:

Office of the United Nations Ombudsman

Duty Station:

New York, USA

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

Direct Supervision by:

Chief of Office

Content and methodology of supervision:

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. The JPO will also have regular meetings with the supervisor and feedback on a continuous basis.

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

This position is located in the Office of the United Nations Ombudsman and Mediations Services (UNOMS) that provides dedicated informal conflict resolution services to UN staff. The Office includes a Mediation Service and seven regional branches. The aim of the Office is to assist UN staff, including those working in the field, in better managing and preventing conflict in the work-place and to resolve concerns through informal means. The JPO in Programme Management reports to and works under the direct supervision of the Chief of Office and under the overall supervision of the United Nations Ombudsman.



Within delegated authority, the JPO in Programme Management will be responsible for the following duties:

Programme Management:

- Assists the Chief of Office and the UN Ombudsman in the performance of his/her overall functions in managing the operations of the Office.
- Provides direct support to the Chief of Office on assigned projects as related to the implementation of the work programme of the Office (including internal communication, planning of training activities, staff selection processes, etc) Reviews and analyses emerging issues and trends, participates in research activities and studies.
- Contributes to programme planning and budget formulation; monitors the performance of the Office against budget indicators;
- Assists in identifying and implementing measures and systems that improve efficiency and effectiveness, including streamlining of processes and introduction of new technologies;

Conflict Resolution:

- Supports the resolution of conflict cases in line with established principles for the organizational ombudsman practice.
- As appropriate, assists in group processes and presentations intended to build conflict competence skills;
- 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
- 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

Special functions (sexual harassment related):

- Supports the Office's work on addressing and preventing incidents of sexual harassment and abuse including: research on the topic including on best practices, data collection, development and preparation of awareness raising activities, liaising with other stakeholders in the organization, contributing to bystander training, supporting up-skilling of UNOMS staff.
- Supports the Office's civility campaign to support an organizational culture free of any type of harassment.

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

IV. Qualifications and Experience

Education:

Advanced university degree in conflict resolution, social sciences, public administration, legal affairs, global 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 or programme management 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

Learning elements include:

- Overall operations of the United Nations Secretariat, including peacekeeping and special political missions
- Informal dispute resolution mechanisms available in the UN system
- Conflict resolution skills
- Programme management skills

After the assignment the JPO will be able to

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

VI. Background Information

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.

Office of the United Nations Ombudsman
(UN Secretariat)

New York

1 ASG United Nations Ombudsman
D-1 Principal Officer
1 P-5 Conflict Resolution Officer
3 P-4 Conflict Resolution Officer
1 P-3 Case Officer
1 P-3 Information Officer
4 Administrative Assistants

Mediation Division (New York)

1 D-1 Coordinating Mediator
2 P-5 Mediators
1 GS Administrative Assistants

Geneva

1 P-5 Regional Ombudsman
1 GS Admin. Assistant

Vienna

1 P-5 Regional Ombudsman
1 GS Admin. Assistant

Nairobi

1 P-5 Regional Ombudsman
1 GS Admin. Assistant

Santiago

1 P-5 Regional Ombudsman
1 Admin. Assistant

Bangkok

1 P-5 Regional Ombudsman
1 Admin. Assistant

Mission de l'Organisation des Nations Unies au Congo

1 P-5 Regional Ombudsman
1 P-3 Case Officer
1 Admin. Assistant

United Nations Mission in the Sudan

1 P-5 Regional Ombudsman
1 P-3 Case Officer
1 Admin. Assistant

