

25 February 2015

Terms of Reference

Expression of interest for on-call ombudsmen and mediator consultancies

Roster membership

Implementing entity:

Office of the United Nations Ombudsman and Mediation Services

I. Background, organisational setting and reporting

The Office of the United Nations Ombudsman and Mediation Services (UNOMS) was established by the General Assembly with the mandate to provide informal conflict resolution services to UN Secretariat staff globally. By helping staff to resolve their workplace related disputes, UNOMS contributes to a harmonious and productive workplace. UNOMS is headquartered in New York and has seven regional branches in Bangkok, Entebbe, Geneva, Goma, Nairobi, Santiago and Vienna. More detailed information about the mandate of UNOMS is available at www.un.org/ombudsman.

UNOMS is seeking to fill its roster of pre-screened on-call ombudsmen and mediators for possible consultancies to provide conflict resolution services. On-call ombudsmen and mediators compliment UNOMS' existing capacity on an as needed basis during surge periods, for short-term assignments and/or for interventions that require special expertise.

Applications will be reviewed by a panel on an on-going basis. Candidates will be notified after receipt of the complete application package as to whether they have been deemed eligible and their name will be placed on the roster for potential further consideration for assignments. Placement on the roster does not guarantee recruitment.

II. Terms of Contract

Consultants are engaged under the provisions of ST/AI/2013/4 (annexed to this Terms of Reference). Interested parties are encouraged to familiarize themselves prior

to submitting their application with the provisions of this Administrative Instruction which sets out the roster and selection process, contractual terms and conditions, legal status and fee ranges.

III. Duty Station

There is no specific duty station for on-call ombudsmen and mediator consultancies. Work can be performed from home or from UN premises as required. The consultant may be required to travel to other UN duty stations at short notice.

IV. Activities and Expected Outputs

Under the general authority of the United Nations Ombudsman and under the immediate supervision of the Chief of Office or the Director of Mediation as applicable, the On-Call Ombudsman and Mediator will be responsible for some or all of the following duties:

1. Provide alternative dispute resolution services to staff members of the United Nations Secretariat;
2. Inform, and where necessary, guide parties in potential or active disputes; Offer creative and expert advice on the best service or dispute resolution technique to meet the client's needs and requirements; Assist in initiating the mediation process when needed;
3. Conduct mediation by helping all parties to resolve workplace conflicts in a voluntary and confidential process, acting as a neutral third-party, facilitate and help conflicting parties to discuss issues and negotiate an agreement;
4. Maintain neutrality and impartiality towards all parties and confidentiality within the process, gather information as appropriate, and help parties identify and understand issues and interests, explore options, and generate solutions to which all parties agree, draft agreements when requested;
5. Assist in identifying systemic issues encountered during ombuds and mediation processes and make proposals towards relevant actions to be taken;
6. Perform research and analysis and prepare opinions, studies, briefs, reports and correspondence;
7. Participate in developing and delivering outreach and learning activities on conflict competence to help all parties to efficiently utilize the services of the office;
8. Work collaboratively with relevant actors in the various UN offices to achieve solutions to employment related problems raised by the parties when requested;
9. Develop relationships with clients and advise on all aspects of the office's services;

11. Where required, assist in following up with the parties to receive feedback and to advise clients of further services;
12. Assist in maintaining a case/ referrals database;
13. Attend forums and other events and take further training when required;
14. Perform other duties to support the Office of the Ombudsman and Mediation Services in its functions, as assigned.

V. Qualifications, Experience and languages

Education

Advanced university degree (Master's degree or equivalent) in alternative dispute resolution, administration, human resources management, law, social sciences or related field. A combination of relevant qualifications and experience may be accepted in lieu of a university degree. Training in conflict resolution required. Training in mediation is desirable.

Work Experience

A minimum of ten years of progressively responsible experience including five at the international level in managerial dispute resolution or related fields. Experience in conflict management and different approaches to mediation is desired. UN experience is an asset.

Languages

English and French are the working languages of the United Nations Secretariat. For this post, fluency in oral and written English is required. Working knowledge of a second official language of the United Nations is highly desirable.

VI. Contacts and required documentation

Interested candidates are invited to submit a completed P-11 form (annexed), a cover letter, documentary proof of highest education attained and relevant certification to the attention of Ms. Valentina Barca at barca@un.org with copy to Mr. Helge Haugland at hauglandh@un.org.