



Donor Funded Staffing Program

TOR No:	2022-041
Title:	Junior Professional Officer
Grade:	UC
Division/VPU:	Accountability Mechanism Dispute Resolution Service (AMSDS)/AMSEC
Duty Location:	Washington, D.C.
Appointment Type and Duration:	Two-year Term Appointment

BACKGROUND

Do you want to build a career that is truly worthwhile? Working at the World Bank provides a unique opportunity for you to help our clients solve their greatest development challenges. The World Bank consists of two entities – the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA). As the largest development bank in the world, the World Bank provides loans, guarantees, risk management products, and advisory services to middle-income and creditworthy low-income countries, and coordinates responses to regional and global challenges.

The World Bank Accountability Mechanism

The World Bank Accountability Mechanism (AM) is an independent complaints mechanism for people and communities who believe that they have been, or are likely to be, harmed by a World Bank-funded project. It houses the Inspection Panel, which conducts independent compliance reviews in response to Requests for Inspection from project-affected communities, and the Dispute Resolution Service (DRS), which facilitates a voluntary and independent dispute resolution option for complainants and borrower in the context of Request for Inspection to the Panel.

DUTIES AND RESPONSIBILITIES

The DRS seeks a Junior Professional Officer (JPO) who will report to the Head of Operations, DRS. The duties and responsibilities expected are the following:

- Routinely gather and monitor information from inside (World Bank Group) and outside sources (including media, NGOs, and Borrowers) on projects, current events, activities, research, articles and analysis on issues related to DRS activities
- Conduct research and draft briefs related to eligible cases including information retrieved from accessible internal and external sources, summary information on the request/complaint, detailed information regarding the parties to the request, contextual analysis including local, cultural and other conditions relating to the case

- Upload case information in case files and the Case Management System (CMS) and ensure all relevant and important case points are recorded on the CMS, including correspondence, call and meeting notes, documents, and reports
- Provide logistical support and substantive input to DRS staff in the management of cases, including field trips, conference calls, presentations
- Assist DR Officers with case related activities as assigned, which may include engaging directly with parties engaged in a DR process
- Accompany DR Officers to the field as required
- Provide support to the Head of Operations in developing a mediator database and assisting in the recruitment of mediators
- Provide general support to the Head of Operations and DR Officers in the performance of their duties; the support may include the preparation of presentations relating to DRS 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 of 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)