



Compliance and Dispute Resolution Specialist

(Maternity cover from May 2018 to September 2018)

Grade	IS - 3	Duty station	Songdo, Incheon - Korea
Contract type	Secondment	Number of posts	1
Unit	Independent Redress Mechanism	Vacancy code	GCF/Secondment/22
Reporting to	Head of the IRM		

Position description

The secondee will provide support to the Head, Independent Redress Mechanism Unit (IRM Unit), while a staff member is away on maternity leave. The secondee will assist in and undertake a wide range of duties, and focus on managing complaints from people affected by projects funded by the GCF and requests for reconsideration of denied funding proposals received from developing countries, including dispute resolution, compliance review and investigation. The secondee will also help in the ongoing development of procedures and guidelines for the IRM and handle communications for the IRM.

Duties and responsibilities

- Provide operational support to the Head, IRM Unit in the processing of complaints, including managing dispute resolution efforts and compliance investigations by the IRM Unit;
- Ensure that cases are handled according to the established guidelines and procedures of the IRM Unit, engaging in dispute resolution and compliance review, organizing site visits, gathering of evidence, document review, conducting interviews, investigating complaints and assisting in the writing of case reports;
- Participate in and provide organizational support for the Fund's Board meetings, meetings of the Ethics and Audit Committee of the Board and other events and meetings related to the IRM Unit;
- Support the Head, IRM Unit in meetings with complainants, witnesses, stakeholders, GCF Secretariat staff, staff of Accredited Entities and National Designated Authorities, government officials and Board members;
- Draft and prepare internal and external written correspondence in English; and
- Perform additional tasks as may be assigned or delegated by the Head, IRM Unit.

Expected experience and qualifications

- Master's degree in a subject relevant to dispute resolution, compliance, law, public administration, management or governance (required, but may exceptionally be waived if the candidate has commensurate experience in mediation and compliance work together with a Bachelor's degree);
- At least 5-7 years of relevant experience of which at least 2-4 years of work experience should be in a grievance redress mechanism of an international financial institution or international organisation (including international non-governmental organisations) or a multi-national corporation;
- Working in or with developing country partners;
- Knowledge of social and environmental safeguards and compliance;

- Excellent writing and presentation skills;
- Strong competence and autonomy in the use of standard software programmes: Excel, Word, PowerPoint and Outlook and
- Excellent written and oral communication skills in English are essential for this position; knowledge of another UN language an advantage.

Required competencies

- Ability to work independently and under pressure with a high-level of accuracy and attention to detail;
- Ability to exercise tact and discretion in dealing with internal and external parties and
- Strong interpersonal skills, and highly developed cultural sensitivity in communicating with all levels of staff and external clients, both orally and in writing.