



Terms of Reference

Research Analyst - CAO Advisory

Background/General Description:

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism for projects supported by the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA)--the private sector arms of the World Bank Group. CAO was established in 1999 and reports directly to the President of the World Bank Group.

CAO works to:

- Address the concerns of individuals or communities affected by IFC/MIGA projects;
- Enhance the social and environmental outcomes of IFC/MIGA projects; and
- Foster greater public accountability of IFC and MIGA.

CAO has three roles:

- **Dispute Resolution:** Working with communities, IFC/MIGA private sector sponsors, and relevant local stakeholders to help resolve issues raised in complaints using a flexible, problem-solving approach;
- **Compliance:** Overseeing investigations of IFC/MIGA's social and environmental performance, both on systemic issues and in relation to projects that raise substantial social and/or environmental concerns; and
- **Advisory:** Providing independent advice to the President of the World Bank Group and IFC/MIGA management on social and environmental issues related to policies, standards, procedures, guidelines, resources, and systems.

CAO's body of cases has generated demand for lessons and advice drawn from dispute resolution and compliance processes over the past 20 years. CAO's Advisory role is critical in this work as it has the mandate to analyze CAO cases, develop recommendations for IFC/MIGA management, and oversee the office's monitoring and evaluation system. The ETC1 Research Analyst position will support CAO Advisory in delivering these tasks.

This position is based in Washington, D.C. and reports to the head of CAO Advisory.

Role & Responsibilities:

The ETC1 Research Analyst, under the direction of the head of CAO Advisory, will provide support for CAO Advisory activities.

In particular, s/he will be responsible for the following tasks:

Case and Data Analysis:

- Analyze and interpret CAO's cases and data to assist the Advisory team in developing work plans, lessons learned, recommendations, and other products that aim to improve the environmental and social performance of IFC/MIGA.
- Gather information from various external sources and interpret patterns and trends related to CAO's data and case experience
- Transform CAO data into key lessons that inform external audiences, as well as help improve CAO's case decisions and IFC/MIGA E&S practices
- Contribute to CAO's data identification, organization, and management processes, including entering, quality assuring, revising, and monitoring case data
- Document reproducible methods for processing and analyzing data
- Quickly respond to internal and external requests for CAO data with short notice
- Develop processes and procedures to efficiently produce case data analysis and visualizations using tools such as Excel, Stata, and Tableau, at the request of Advisory and other CAO teams.

Research and Writing:

- Research trends in IFC/MIGA, IBRD, industry, International Accountability Mechanisms, and other development institutions to assist Advisory in planning and strategy.
- Research environmental and social topics, particularly those related to the Performance Standards, for Advisory products.
- Provide support for Advisory products by composing outlines, drafts, and providing edits for written pieces.

Monitoring and Evaluation:

- Coordinate and supervise the inputs for CAO's monitoring and evaluation (M&E) system including: the collection of survey data, production of M&E reports, and preparing the Management Action Tracking record, among other M&E responsibilities.

Selection Criteria:**Required:**

- Master's degree in International Relations, Economics, Development Studies or other relevant discipline and 2 or more years of relevant professional experience.
- Excellent writing and editing skills. Ability to develop outlines for short and long written products with minimal supervision and to coordinate the development of drafts of more complex material for review.
- Excellent quantitative and qualitative research skills. Demonstrated experience working in Excel, Stata, and Tableau or similar software.
- Demonstrated understanding of the IFC/MIGA and World Bank Group policies and operations, particularly as they relate to environmental and social standards.
- Strong interpersonal and diplomatic skills. Ability to work effectively in a multicultural environment.
- Ability to work independently and take initiative, seeking guidance when necessary from senior team members.
- Ability to prioritize, work well under pressure, and capably handle/juggle multiple tasks within tight deadlines.

Preferred:

- Experience working on environmental and social sustainability in relation to the private sector.
- Demonstrated knowledge of IFC's Sustainability Framework, including the Performance Standards, for identifying and managing environmental and social risks.
- Strong understanding of quantitative and qualitative research methods, including econometrics and coding qualitative content.
- Demonstrated work in areas related to accountability and community redress.
- Fluency and/or proficiencies in other languages.