



## **Terms of Reference**

### **Consultant: Policy, Operations and Strategy**

#### **Overview**

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism for IFC and MIGA, the private sector arms of the World Bank Group. CAO addresses complaints from locally affected communities regarding the environmental and social impact of projects supported by IFC and MIGA. CAO was established in 1999 and reports to the President of the World Bank Group. CAO's mandate is articulated in its Terms of Reference issued by the President of the World Bank Group and in CAO's Operational Guidelines:

CAO's mandate is to:

- Address complaints from people affected by IFC/MIGA projects (or projects in which those organizations play a role) in a manner that is fair, objective, and equitable; and
- Enhance the environmental and social outcomes of IFC/MIGA projects (or projects in which those organizations play a role).

In executing this mandate, the CAO process provides communities and individuals with access to a grievance mechanism that offers redress for negative environmental and/or social impacts associated with IFC and MIGA projects. This includes impacts related to business and human rights in the context of the IFC Policy and Performance Standards on Environmental and Social Sustainability.

#### **Duties and Accountabilities:**

CAO is seeking a consultant with strong, proven research, writing, and coordination capabilities to support the office. The main responsibility of the consultant will be to assist with a program of work that seeks to gather and articulate CAO practice and operations across its three roles—dispute resolution, compliance, and advisory work. This position will report to the head of CAO communications.

Specifically, the consultant will be responsible for:

- Upfront research and data analysis on CAO's casework and advisory work
- Comparative research on identified aspects of the CAO process, drawing on examples of policy and practice from independent accountability mechanisms and other relevant sources;
- Coordinating stakeholder mapping and stakeholder consultation activities;
- Coordinating meetings and developing written/presentation materials for relevant stakeholders and experts
- Drafting and editing background papers related to CAO's core functions/work for relevant stakeholders and experts.
- Coordinate requests for information, documentation and interviews



- Coordinate and prepare for meetings with relevant stakeholders and experts.
- Prepare communication materials to update relevant stakeholders.
- General research, writing, and other coordination support for CAO teams and CAO Vice President, as needed.

### **Selection Criteria:**

- A graduate or equivalent professional degree in a relevant field, such as international development, international relations, economics, law, environmental and social analysis, or similar social science disciplines
- At least 3 years relevant work experience in environmental and social sustainability, institutional governance, accountability, international development, or international law. Previous experience working for/with the World Bank Group or another multilateral organization an asset, as is experience working with private sector and civil society.
- Familiarity or experience with environmental and social standards, policy compliance, conflict management and/or dispute resolution, community development, stakeholder engagement, operational grievance mechanisms, including independent accountability mechanisms, business and human rights.

### **Excellent writing and editing skills:**

- Native English speaker; or flawless written and spoken English.
- Experience having individually authored technical or policy papers or other written work based on primary research
- Experience working on co-authored written work
- Ability to synthesize technical information/large quantities of information in a coherent and accessible format

### **Excellent research skills:**

- Demonstrated capacity to quality assure and analyze both quantitative and qualitative data required
- Advanced Excel skills and demonstrated ability to create graphics and charts from data sets
- Analytical experience with statistical software an asset
- Experience with data visualization tools an asset

### **Excellent organizational and communications skills:**

- Experience in a coordinating role, liaising with staff within and across teams and engaging confidently and proactively with external stakeholders.
- Excellent planning and organizational skills, experience multi-tasking and attention to detail, eg setting up meetings/interviews, documenting decisions/minutes, coordinating follow up, attention to deadlines.



- Developing country experience.
- Comfortable working in pressured environment with issues of ethics and integrity at forefront of work
- Self-starter, able to work harmoniously in a small team, highly motivated with a proven ability to address challenges creatively, and work to short deadlines.

In common with all professionals at CAO:

- Commitment to, and broad knowledge of, sustainable development issues.
- A proven capacity for being an independent and innovative thinker, and someone who thrives in a dynamic work environment
- A balanced professional approach, with sensitivity in writing and communication
- Ability to work with high degree of discretion and handle confidential materials with integrity.
- Understanding of the private sector development context in which IFC/MIGA operates.
- Ability to think strategically.

### **Contract Administration:**

This assignment will be based in Washington D.C. for an initial 50 days, with anticipated extension, from October 2018 through June 2019 (Fiscal Year (FY) 2019). The assignment may be extended as needed dependent on the ongoing needs of CAO.

The contract shall be governed by the World Bank/IFC General Terms and Conditions for STC (Short Term Contractors). The consultant should comply with all relevant requirements in terms of confidentiality, service delivery, and short-term contract provisions. Remuneration will be based on experience and in line with the task required as outlined in this Terms of Reference.

### **To Apply:**

To apply for this position, send a short cover-letter (no more than 500 words) and your resume to: [ehorgan@worldbankgroup.org](mailto:ehorgan@worldbankgroup.org) with "Application for Consultant: Policy, Operations and Strategy" in the subject line. **Application deadline is October 19<sup>th</sup>, 2018**