

November 27, 2023

Call for Expressions of Interest for Dispute Resolution and Mediation Professionals from the Middle East and North Africa

Summary

The World Bank Group's [Compliance Advisor Ombudsman](#) (CAO), the African Development Bank's [Independent Review Mechanism](#) (IRM) and the European Investment Bank's [Complaints Mechanism](#) (CM) are looking for experienced dispute resolution/mediation professionals from the Middle East and North Africa region to include in their mediator rosters for possible collaboration on future dispute resolution cases.

Background

The CAO, IRM and CM are the independent accountability mechanisms (IAMs) for the International Financial Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA), members of the World Bank Group; the African Development Bank; and the European Investment Bank, respectively. All three IAMs have a mandate to receive complaints from individuals or communities raising concerns about the environment and social impacts of bank-funded projects.

The Dispute Resolution functions of the IAMs have a mandate to facilitate the resolution of complaints through a dialogue process aimed at enhancing environmental and social outcomes. A detailed description of the mandate, functions, and procedures of each IAM can be found in the [CAO Policy](#)¹, [IRM's Operating Rules and Procedures](#)² and [EIB's Complaints Mechanism Policy](#)³.

Purpose

The three IAMs are collaborating to identify and screen suitable candidates to join their mediator rosters through this open call for dispute resolution and mediation professionals from the Middle East and North Africa region.

Please note that being included in the mediator rosters does not imply a guarantee of employment with the IAMs involved.

Selection Criteria:

- Proven understanding of and ability to apply core mediation and negotiation principles (formal mediation training is not required but desirable).
- Proven hands-on experience mediating/facilitating dialogue in multi-party disputes/conflicts.

¹ The CAO Policy is available at www.cao-ombudsman.org/policies-guidelines

² The IRM Operating Rules and Procedures are available at www.afdb.org/en/documents/independent-recourse-mechanism-operating-rules-and-procedures-january-2015-updated-july-2021

³ The EIB Complaints Mechanism Policy is available at www.eib.org/en/publications/complaints-mechanism-policy.htm

- Experience with private sector development projects and experience working with local communities is highly desirable.
- Strong organizational and project management skills, including coordinating logistical and operational activities.
- Strong diplomatic, interpersonal, and teamwork skills, and sensitivity to work in a multicultural environment.
- Ability to work with tight deadlines, in addition to demonstrating flexibility and effective multitasking capabilities, is required.
- Ability to communicate in English is required. Fluency in either French or Arabic is also required.

We are **exclusively** looking for mediators based in, with extensive work experience in, or originating from countries in the Middle East and North Africa region including: *Algeria, Bahrain, Djibouti, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Syria, Tunisia, United Arab Emirates, West Bank and Gaza, and Yemen.*

Application Process

Please send an expression of interest with your CV/resumé and cover letter in English or French to CAO@worldbankgroup.org by **December 18, 2023**. Please include two references on your CV/résumé, ideally from people who can attest to your experience in providing mediation services.

After reviewing applications, CAO, IRM and CM will contact suitable candidates regarding next steps in the selection process.