

Vacancy No. LEG/229/10

Title	Ombudsman
Grade	D-1*
Duty Station Location	Rome, Italy
Summary of Duties and Functions	<p>The purpose of the establishment of the position of Ombudsman is to make available the services of an impartial and independent person to informally address work-related conflicts and problems of FAO personnel and to recommend improvements to the work environment. The Ombudsman fosters a harmonious and productive work environment at Headquarters and in decentralized offices by seeking mutually acceptable solutions through informal means in accordance with the Policy on the Ombudsman. The Ombudsman shall have direct access to the Director-General as needed to perform his or her functions. In particular, the Ombudsman shall:</p> <ul style="list-style-type: none"> ▪ act as a neutral interlocutor, who provides FAO personnel with confidential, impartial and independent advice on conflicts and problems, including the options and avenues for the settlement of conflicts arising in the workplace; ▪ review complaints immediately and try to reach a fair solution by informal means, such as discussions involving all parties; ▪ provide annual reports to the Director-General to be made available to FAO personnel, which shall include useful information of a general nature regarding the cases handled as well as recommendations on improvements to the Organization; ▪ inform FAO personnel periodically on any trends observed and, based on information obtained, suggest changes in policies, procedures and practices that have come to his/her attention; ▪ make, if necessary, proposals to the Staff Development Branch on training concerning the prevention and resolution of conflicts, skills and theory of negotiation, and related topics; ▪ be consulted, as required, on policy issues where his/her views and experience may prove useful; ▪ undertake travel to any region or country as required; ▪ undertake other related functions as appropriate.
General Requirements	<ul style="list-style-type: none"> ▪ Advanced university degree in law, public administration, human resources, social sciences, or any related subject. Training or equivalent experience in the area of alternative conflict resolution or mediation would be an asset ▪ Extensive relevant work experience (10 to 12 years) as a mediator/ ombudsman/ corporate manager, or as a human resources manager involved in conflict resolution in an international environment ▪ Familiarity with international organizations' or UN Common System's rules ▪ Working knowledge of English, French or Spanish and a limited knowledge of one of the other two or Arabic, Chinese or Russian, official languages of the Organization. ▪ Demonstrated knowledge of current best practices in organizational Ombudsman functions and alternative conflict resolution tools and ability to adhere to professional ethical principles (independence, impartiality, confidentiality and informality)

* Depending on the type and level of experience of the selected candidate, the Organization reserves itself the right to appoint the candidate at a lower grade level (P5)

Competencies	<p>Strategic vision: Capacity to develop a vision and strategies for the Ombudsman's Office and to adjust strategies to take account of changing circumstances. Managing people: Fosters a harmonious and productive environment worldwide, including team spirit through building trust, commitment to alternative dispute resolution and to common objectives. Result Orientation: Demonstrates an ability to manage programmes and projects efficiently in order to achieve the said duties and responsibilities. Strong Communication Skills: Demonstrates a high level of written and oral communication skills together with a high sense of discretion, tact and objectivity.</p>
Remuneration	<p>Without dependents: From US\$153,092 to US\$ 171,713 With dependents: From US\$ 165,627 to US\$ 187,198 FAO adheres to the UN common system of salaries, allowances and benefits. General information regarding salaries and allowances can be found at the International Civil Service Commission Web site</p>
How to apply	<p>Applications, including a full curriculum vitae and Personal History Form (available in MS Word (A4 and letter formats), should be submitted by 30 December 2010 to the Director, Human Resources Management Division (CSH), FAO, Viale delle Terme di Caracalla, 00153, Rome, Italy or sent by e-mail to: senior-vacancies@fao.org or faxed to Italy +39 06-5705 5131</p>

* Depending on the type and level of experience of the selected candidate, the Organization reserves itself the right to appoint the candidate at a lower grade level (P5)