

Terms of Reference

Position Title: Assistant to the Ombudsperson
Assignment: Long-Term Employment Contract.
Location: Amman, Jordan.
Expected commencement date: April,2024

1. Background

The Syria Recovery Trust Fund (SRTF) was established in September 2013, pursuant to decisions at the 12 December 2012 Fourth Meeting of the Group of Friends of the Syrian People in Marrakech, for the financing of reconstruction activities to rebuild the country and alleviate the suffering of the Syrian people as a result of the on-going conflict. The SRTF assists local populations with key public services by supporting Implementing Entities. Projects and assistance depend on the needs identified and requests received from local individuals and groups and potential Implementing Entities. Implementing Entities originate from local municipal and social service providers in the population.

The Ombudsperson of the SRTF works independently and operates as an intermediary to provide SRTF-financed project beneficiaries and citizens generally with a confidential avenue to address complaints and resolve issues. The Ombudsperson reports to the Steering Board of the SRTF.

The types of complaints the Ombudsperson receives typically involve demands for certain goods and services. Some complainants voice frustration with their social and economic conditions and demand assistance from SRTF; others comment on certain SRTF-financed operations.

The accessibility of the Hotline telephone number enables SRTF project beneficiaries and citizens to communicate with the Ombudsperson by email and/or text freely and openly. They share their thoughts and frustrations and always receive a response, no matter the nature of their complaints. Only written complaints are accepted by the Ombudsperson.

2. Main Responsibilities of the Assistant

The Assistant will be responsible for collecting initial information about the complainant and his/her complaint and conveying his/her findings to the Ombudsperson.

To that end, the Assistant should be able to conduct effective interviews and write clear, concise summaries. The Assistant should seek guidance from the Ombudsperson on an "as needed" basis. All correspondence handled by the Assistant, including the final response to the complainant, should be copied to both

the DG and the Ombudsperson. The Assistant will work under the direct supervision of and will report to the Ombudsperson.

Other responsibilities of the Assistant to the Ombudsperson include, but are not limited to, the following:

- (a) Maintain records of complaints received from the Ombudsperson.
- (b) Maintain and update contact lists of SRTF stakeholders, IEs, and partner international organisations.
- (c) Documenting decisions emerging from meetings attended by the Ombudsperson.
- (d) Carry out any other tasks as may be determined and assigned by the Ombudsperson.

3. Qualifications and Professional Experience of the Assistant

- (a) Degree in business administration, Law, Finance or similar disciplines.
- (b) Ability and readiness to work in a multi-cultural environment.
- (c) At least five years of professional experience and a proven track record as a paralegal or auditor in an international institution, preferably in an audit firm, development cooperation, or fund institution context.
- (d) Good written and verbal communication and facilitation skills, even under time pressure.
- (b) Versatile capacity to cope with situations of challenging physical environment.
- (c) Demonstrate ability to set work priorities and provide timely responses to work needs.
- (d) Proficiency with Microsoft Office and other IT programs necessary for the carrying out of the Assistant's job.
- (e) Full proficiency in the Arabic and English languages. Working knowledge in the Turkish language will be positively considered.
- (f) Experience in working in Syria and/or neighbouring countries and good knowledge of Syrian affairs is an advantage.
- (g) Experience in working in an environment of emergency response actors and donors and participation in multi-discipline project teams is also an advantage.

4. Personal Qualities of the Ideal Candidate

- (a) Strong problem solver with an ability to multi-task and observe confidentiality rules.
- (b) Self-motivated, result-oriented team worker with effective communication skills and a keen sense of ethics and integrity.