TERMS OF REFERENCE
PUBLIC COMPLAINTS COORDINATION LEGAL OFFICER

General Information

Title of Assignment:	**Public Complaints Coordination Legal Officer**
Duration of the assignment:	7 Months
Type of Contract	Service Contract
Duty Station:	Mogadishu and closely coordinates and travels to FMS.
Supervisor:	Under the supervision of the Minister (or anyone the Minister may delegate)
Date of Issue:	June 2017
Closing Date:	December 2017

Duties and Responsibilities

Under the supervision of the Minister (or anyone the Minister may delegate), the Public Complaints Coordination Legal Officer will lead the establishment and activities of MOJ Complaints Office. Specifically, the Complaints Officer shall deliver the following results:

- ☑ Draft a TOR for the MOJ Public Complaints Coordination Office.
- ☑ Promote discussions on oversight of justice and justice related services by the MoJ and other entities under the control of MoJ including justice services in the FMS.
- ☑ Lead the activities of the Complaints Office including recording incoming complaints.
- ☑ Compiling complaints against the judiciary and submit to judicial service commission for follow up and actions by creating a process in consultation with the Judiciary.
- ☑ Organize a consultation workshop to develop complaint making procedure including hotline, review and processing guidelines, and follow ups through a consultation process and actions.
- ☑ Development of codes of conduct and guidelines for judicial department of the Ministry of Justice at federal and state level. These discussions will respect the principle of autonomy of the FMS.
- ☑ Establish procedure and process for complaint handling arising from prison services in consultation and coordination with the Custodial Corps.

Qualifications

Level of Education:	University degree
Education	Masters Degree in Law, Public Administration or a related field.
Years of work experience in what area(s):	➢ At least five years of working experience in coordinating project with multiple stakeholders and working with governmental, UN, and international partners; ➢ Solid and demonstrated knowledge of and work related to justice/Somali Rule of Law Program/Somali Compact; ➢ Skills in collating information, analysing, and report writing; ➢ Proven capacity to work with and establish

	working relationships with justice institutions in the area; ➢ Ability to take initiative and to work with minimum supervision; ➢ Experience and skills in the Microsoft programs, (MS Excel, Word) and database programs. ➢ Solid knowledge in drafting work plans, facilitate meetings, and advising senior leaders; ➢ Ability to do desk research, collect and analyze data; ➢ Experience working in member state is an asset but not required. ➢ Previous work experience with the UN or an International NGO working in the justice sector is an asset but not required; ➢ Sound demonstrated understanding of gender issues and principles.
Languages needed:	➢ Fluency in English and the Somali language is essential. Other UN languages are an asset.
General Skills / Other Requirements:	➢ Strong communication and drafting skills; ➢ Experience in researching and analyzing security, political and social issues in Somalia is an asset; ➢ Ability to work under tight schedules, stressful environment and multi-cultural context; ➢ Highly motivated with a positive attitude and pro-active problem-solving approach; ➢ Proficiency in the use of computer with common software and internet; good knowledge of Microsoft Office Applications; ➢ Willingness and ability to work closely with governments, international institutions/agencies and communities; ➢ Demonstrated drive for continuous improvement and incorporation of lessons learned and best practices into business process routines; ➢ Demonstration of professional behavior and personal ethics, transparency and openness to encourage respect and similar behavior from colleagues in the workplace; ➢ Experience of working successfully with a variety of stakeholders, particularly governments, think-tanks, media and non-governmental organizations; ➢ Willingness to travel and work in Somalia.

APPLICATION PROCEDURE:

Qualified Somali persons with the required skills and qualifications are invited to submit their detailed Curriculum Vita (CVs), cover letter and academic qualification with 3 reference persons through email; jobs@moj.gov.so before 25 June 2017. Applications sent after the deadline will not be considered. For more information you can see through www.moj.gov.so

Note: Please make sure that the job title you are applying in the mail subject line is clearly indicated. Only short-listed candidates will be contacted. These four positions are equal opportunity for all.