

1. Job Type

2. Job Information

Title

Functional Group - Level 1 Grade

Functional Group - Level 2 Job Code

Functional Group - Level 3 CCOG Code

Functional Clearance Required

FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number

Supervisor's Title Supervisor Grade

3. Organizational Setting and Work Relationships

The Associate Investigation Intake Officer is part of the Investigation Service on of the Inspector General's Office (IGO). During the first year of the assignment, the incumbent of the position will be located in the Investigation Service in Geneva, Switzerland. During the second year of the assignment, the duty station will be Bangkok, Thailand. The incumbent will join the Investigation Unit and reports to an Investigation Intake Officer or the Head of Intake Unit and works as part of a team on misconduct complaints assigned to him or her by the Head of Unit. The Associate Investigation Intake Officer has contact with staff within UNHCR, as well as with staff from other organisations, governments, NGOs and UNHCR beneficiaries.

The ultimate aim of the IGO is to support the effective, efficient and accountable management of UNHCR operations and to play a positive role in upholding an environment of integrity in UNHCR by contributing to the maintenance of the highest standards of personal and professional conduct by UNHCR staff, and any individual/entity having a contractual relationship with UNHCR as outlined in the IGO's mandate.

The Investigation Service, working under the authority of the Inspector General, has responsibility for carrying out investigations into possible misconduct within UNHCR in a timely and appropriate manner and that findings are transmitted to the Inspector General.

The Associate Investigation Intake Officer supports the assessment the complaints received by the IGO, gathers and analyses preliminary information and/or evidence from available sources, and participates in issuing recommendations to the attention of the Head of Service (Investigation) as to whether a given complaint should be escalated to a formal investigation. If so required, the Associate Investigation Intake Officer may also contribute to the investigation cases of alleged misconduct by establishing facts based on evidence gathered from available sources as assigned by the Head of Service (Investigation).

The incumbent can operate independently and to the highest standards of impartiality and integrity as investigation cases may lead to the imposition of disciplinary measures by DHR on individual staff members.

When the Associate Investigation Intake Officer is assigned the conduct of an investigation case, the responsibilities as outlined in the Investigation Guidelines of the IGO and other relevant rules apply.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

4. Duties

- Support the assessment of reports received by the IGO on possible misconduct within UNHCR (related to UNHCR staff and any individual/entity with a contractual link to UNHCR), to determine whether the opening of a formal investigation case is warranted.
- Prioritize urgent cases and highlight important information to the attention of the Head of Service (Investigation).
- Refer for follow up to the appropriate instances complaints that do not fulfil the criteria for the opening of a formal investigation case but do require further action.
- Support conducting the initial assessment of allegations of misconduct received by the IGO in a timely and effective manner and in accordance with the IGO Standard Operating Procedures, the IGO Investigation Guidelines and the applicable UN/UNHCR policies and procedures.
- Gather and analyse the preliminary information and/or evidence necessary to conduct the assessment of each complaint. This may include researching through available sources -including electronic and e-mail records- interviewing complainants, potential witnesses and other persons of interest, and liaising with other sources of information both within and outside UNHCR.
- Maintain up-to-date electronic records of misconduct complaints and of their follow up, by registering in the confidential IGO database (iSight) the assessments, the available information, the recommendations issued and any follow up actions.
- Participate in reviewing and assessing sources of information as may be required to understand the operational context and the potential investigation environment.
- Conduct inquiries with sensitivity ensuring confidentiality and accuracy of evidence gathered and impartiality of conclusions reached in coordination and compliance with due process requirements.
- Support the assessment of the urgency of each complaint, cognizant of risks to staff and operations, and prioritise assessments accordingly. Bring any risks identified to the immediate attention of the Head of Service.
- Draft written assessments of each complaint, clearly outlining the available information, the possible constraints foreseen in the potential investigative process and the recommendations, to the attention of the Head of Service.
- Liaise with different units within UNHCR; e.g. DHR, Ethics Office, Staff Welfare, DIST, FSS etc. in relation to the intake assessment function.
- Support staff members on how to report misconduct and, as may be required, how to assist in conducting preliminary assessments/ investigations.
- Conduct interviews during the intake process.
- Communicate with external stakeholders to obtain additional information to be able to assess and evaluate complaints received.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

Field(s) of Education

<i>Law;</i>	<i>Human rights;</i>	<i>Administration Law;</i>
<i>Refugee law;</i>	<i>International law;</i>	<i>criminology or other relevant field.</i>

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Not specified.

Relevant Job Experience

Essential

Exposure to an investigative environment, preferably criminal or administrative.

Ability to communicate clearly and effectively, both orally and in writing, including the preparation of clear and concise reports.

Honesty and integrity in the highest degree. Resourcefulness, initiative, maturity, and judgment.

Desirable

Familiarity with UN justice system and knowledge of the law of the international civil service as related to investigations, and staff misconduct.

Functional Skills

IG-Workforce, administrative, civil, criminal and/or misconduct investigations

IG-Investigation case management

IG-Investigation interview techniques

IG-Investigation Reporting including related management reporting

(Functional Skills marked with an asterisk* are essential)

Language Requirements

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***

*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies

Empowering and Building Trust

Judgement and Decision Making

Cross-Functional Competencies

Analytical Thinking

Innovation and Creativity

Planning and Organizing

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

