

Generic ToR Complaints Advisor

Responsibilities

Under the general supervision of the Chief Technical Advisor/designate assist and advise the Electoral Commission (EC) and International Electoral Assistance Team to develop the EC electoral complaints process and related processes for the elections.

Specific duties will include, among others:

- Review and provide recommendations for development of the framework and scope of processes relevant to the handling of complaints. This includes but is not exclusive to the regulatory framework, procedures, information management and tracking mechanisms, investigation methodologies and training.
- Advise the EC on planning, design and implementation of complaints activities for the upcoming elections and electoral events as relevant. This includes development of a plan of action and timelines for putting in place all legal, policy and administrative measures related to complaints in preparation a voter registration update and elections.
- Provide guidance and technical advice to the EC as relevant on the development and implementation of the above.
- Identify and develop appropriate capacity building activities, in conjunction with the Capacity Building Team, to further develop skills of the EC Complaints Unit and other relevant staff of the EC in managing and implementing the complaints process.
- Draft reports, legislation, training materials, and forms as they relate to both complaints processes and voter registration.
- Perform other duties as necessary, as assigned by the Chief Technical Adviser.

Qualifications: The successful candidate will have:

- University Degree in one of the following disciplines: Political Science, International Relations, Law, Social Sciences, Public Administration, Public Policy, or a related field;
- A minimum of five years of functionally-related professional electoral experience.
- Comparative experience in election systems and administration, with specific experience in electoral procedures and training.
- Familiarity with election-related legislation and international standards in the election field.
- Prior experience in post-conflict countries is required, and experience in (country) will be an asset.
- Fluency in, both written and spoken. would be an asset.
- Strong communication (spoken and written) skills and ability to articulate ideas in a clear and concise manner.
- The candidate should be able to work in hardship conditions. The post requires considerable cultural and political sensitivity and an ability to meet deadlines.