



Job Opening

Program Manager Dispute Resolution (m/f) Quality Assurance Unit

Mission Statement / Objectives of the Function:

The Program Manager (Dispute Resolution) is responsible for the organization, implementation and strategic development of the FSC dispute resolution system. He/she mainly coordinates and directs activities to ensure that disputes are processed in accordance with FSC's dispute resolution requirements, their outcomes duly communicated, and lessons learnt properly recorded and fed back into further system development and improvement.

Main Roles and Responsibilities:

- To organize and coordinate the implementation of the FSC dispute resolution system by carrying out or assigning the following activities:
 - Reviewing, accepting / rejecting, recording, processing and managing of complaints submitted via the FSC online complaint submission form and other sources.
 - Drafting of complaint summaries and reviewing reports in preparation for decision-making.
 - Communicating to relevant parties and provision of relevant information and data to facilitate public communications by the Communications Unit.
 - Managing and supporting internal or external experts to evaluate complaints and allegations of non-compliance with the Policy for Association (PfA) as agreed with the Director Quality Assurance. Ensuring the quality of the evaluation processes and reports, and analyse the impacts of the conclusions of such evaluations on the credibility and market presence of FSC.
 - Managing dialogue platforms and developing roadmaps for ending FSC's disassociation from formerly associated organizations.
 - Supporting FSC Network Partners in handling complaints that were brought to their attention.
 - Monitoring the progress of complaints being addressed by ASI that are related to stakeholder concerns over the quality of FSC certification.
 - Managing informal conflict resolution processes to prevent an escalation of disputes.
- To align and coordinate work of dispute resolution staff in FSC Regional Offices in close cooperation with Regional Directors.
- To identify the potential for and develop integrity projects together with network partners and/or Regional Offices, focusing on conflict resolution and leading towards greater stakeholder satisfaction with the quality of FSC certification on the ground.
- To explore, identify and review opportunities to improve FSC's dispute resolution processes and resources:
 - Leading and coordinating the revision process of relevant elements of the FSC normative framework (e.g. PfA), Procedures of the Dispute Resolution System, Due Diligence System).
 - Conceptualizing and coordinating the development of competence and capacity for conflict management amongst network partners and certificate holders through relevant guidance and trainings.



- Developing a conflict mediation framework for disputes in the FSC certification system and build relevant capacity among network partners.
- Providing and compiling recommendations for and initiate relevant improvements of FSC internal processes and protocols relevant for the FSC dispute resolution system.
- To propose and oversee the development of papers and success stories about the impact of the DRS.
- To manage assigned projects and activities: Developing an annual work plan and budget in line with strategic priorities and ensuring the implementation of relevant Policy Motions.
- To establish and maintain good relations with members, stakeholders, FSC Network Partners, ASI, certification bodies, research institutions, intergovernmental organizations and other relevant organizations (e.g. ISEAL).
- To represent FSC externally in technical and other fora.
- Additional tasks as agreed with the Director Quality Assurance.

Execution of Discretionary Power:

The position does not include any signing authority.

Functional Attribution to Organizational Unit:

- Formal and functional reporting: The Program Manager (Dispute Resolution) reports to the Director Quality Assurance.
- Formal and functional supervision of staff: The Program Manager (Dispute Resolution) supervises the staff of the Dispute Resolution Program.

Qualification, Experience and Skills:

The successful candidate demonstrates the following key competencies and qualities:

- Education and training:
 - University degree in a relevant field (e.g. environmental management, international relations, social sciences, business administration, natural resource management).
 - Training in alternative dispute resolution techniques, in particular mediation, is a strong asset.
- Working experience, style and skills:
 - At least 6 years of sound professional experience in managing disputes or facilitating multi-stakeholder processes in complex technical issues.
 - Sound project management experience.
 - Good time management skills: Ability to perform well while handling simultaneously a number of functions.
 - Solution and service oriented attitude to work.
 - Experience with financial administration/management.
 - A strong sense for diligence and accuracy.
 - Strong analytical and problem solving skills.
 - Proven ability to plan and organize work.
- Languages:
 - Fluency in English and Spanish (spoken and written).
 - Other languages, particularly French and Portuguese, are a plus.



- **Computer skills:**
 - Good computer skills, including the use of standard office software (Microsoft Word, Excel, Power Point, Outlook) and database management platforms.
 - Experience with database software and content management systems is a plus.
- **Communication Skills:**
 - Exemplary verbal and written communication skills that contribute to cohesive team efforts and decision making.
 - Ability to establish and maintain positive interpersonal relations
- **Leadership:** Several years of experience in supervising staff.
- **Others:**
 - Experience in working in a multi-cultural, multi-lingual, global team.
 - Experience in working in / with an NGO or Non-Profit Organization.
 - Commitment to FSC's mission and values.
 - Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the FSC program by stakeholders around the world.
 - Familiarity at the general level with the scope of FSC's programs.
 - Ability to represent FSC through his/her work with exemplary personal and professional authority and conduct.

Terms and Conditions:

Location: Bonn, Germany.

Working Hours: Full time - 40 hours per week.

Duration of Employment: Temporary contract - 2 years (extension possible).

Starting Date: As soon as possible.

Travel: Sporadic travel is required.

How to Apply:

Please send your motivation letter (including your net salary expectation) and your CV in English as email attachments to Recruitment_2016_41@fsc.org

Please do not send any photos and make sure to insert "**Program Manager Dispute Resolution (m/f) 2016**" in the subject line of your email. The deadline for applications is 05 February 2017.

We will confirm receipt of your application. However, only candidates shortlisted for an interview will be further contacted and will receive notice of the final outcome of the selection process. Should you not receive a confirmation of receipt please check your spam filter and if you cannot find it there contact us at Recruitment@fsc.org

We are looking forward to receiving your application!

The FSC HR Team