



University for Peace



TERMS OF REFERENCE	
Position Title:	Ombudsperson
Position Supervisor:	Rector
Position Location:	Costa Rica – Headquarters
Length of Appointment:	One year with the possibility of extension
This is a one-year contractual position determined by terms and conditions to be negotiated with the University. It is NOT a full-time regular staff position or a legal adviser position.	
STATEMENT OF QUALIFICATIONS	
Essential Qualifications:	<ol style="list-style-type: none"> 1) A minimum academic qualification of LLB, J.D., or equivalent professional law degree, or in lieu thereof, a master's degree in law, international law, human rights, gender studies, labour studies, or related fields. 2) At least seven years of cumulative professional work experience in one or more of the following areas: <ol style="list-style-type: none"> a. Investigating complaints of harassment, including sexual harassment, abuse of power, discrimination, or retaliation against whistleblowers (hereinafter referred to as 'prohibited conduct') in workplaces or academic institutions b. Representing clients in cases involving prohibited conduct in institutional disciplinary inquiries, courts, or tribunals c. Providing legal advice to institutions in cases involving prohibited conduct d. Implementing policies related to prevention and remediation of prohibited conduct in workplaces or academic institutions e. Providing training in academic institutions or other organizations on prevention of prohibited conduct f. Conducting mediation or conciliation for conflict resolution in workplaces or academic institutions. 3) Expertise in Costa Rican laws related to prohibited conduct. 4) Oral and written fluency in both English and Spanish.
Knowledge:	<ol style="list-style-type: none"> 1) The Candidate must be familiar with Costa Rican laws, policies, and procedures for preventing and remediating prohibited



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	<p>conduct in workplaces and academic institutions.</p> <p>2) The candidate must make themselves familiar with the UPEACE Policy on Prevention of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Power, as well as the UPEACE Policy on Protection against Retaliation for Reporting Misconduct and Cooperating with Duly Authorized Audits or Investigations (hereinafter, collectively referred to as 'UPEACE Policies') before applying (see Annexes 1 and 2).</p> <p>3) The candidate must have knowledge of training tools for preventing prohibited conduct in workplaces and academic institutions.</p> <p>4) The candidate must have knowledge of procedures of the United Nations and other international organizations.</p>
Abilities and Skills:	<p>1) Strong ability to work independently and in unbiased manner in enforcing the UPEACE Policies.</p> <p>2) Strong conflict resolution skills in mediation and conciliation as required in appropriate cases.</p> <p>3) Strong leadership skills in guiding and advising disciplinary panels on procedures for investigation.</p> <p>4) Ability to meet deadlines as required by the UPEACE Policies and Costa Rican laws, as applicable.</p> <p>5) Ability to ensure strict confidentiality as required by the position.</p> <p>6) Ability and skills to conduct training for staff and students on preventing and remediating prohibited conduct.</p> <p>7) Excellent skills in written and oral communication and drafting reports and recommendations in English and Spanish.</p> <p>8) Basic computer skills (multimedia skills for trainings desirable).</p>
Personal Suitability:	<p>1) Ensures personal availability for addressing complaints of prohibited conduct within</p>



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	<p>timeframes established by UPEACE Policies and Costa Rican laws, as applicable.</p> <p>2) Demonstrates a strong sense of values and ethics, consistent with the mandate of UPEACE and the UN.</p> <p>3) Possess experience in multicultural or cross-cultural setting with wide diversity of student populations and staff.</p>
RESPONSIBILITIES	
<p>The Ombudsperson will be responsible for:</p> <ol style="list-style-type: none">1) Performing all duties required by the UPEACE Policies related to prohibited conduct.2) Strictly enforcing the UPEACE Policies related to prohibited conduct.3) Conducting or organising on-campus training for students and staff on prevention of prohibited conduct (approximately 220 individuals; 3 to 4 annual training sessions).4) Assisting and providing advice to the University on the development of an online module for training of staff and students on prevention and remediation of prohibited conduct.5) Making recommendations to the Rector, as required, for preventing or remediating cases of prohibited conduct.6) Receiving complaints from students or staff with respect to prohibited conduct.7) Acting promptly on the complaints received as per the UPEACE Policies.8) In appropriate cases, conducting, facilitating, or organising mediation or conciliation for conflict resolution.9) In appropriate cases, setting up panels for investigating complaints of prohibited conduct and ensuring compliance by panels in accordance with procedures required by UPEACE Policies.10) Providing legal and procedural guidance to panels and disputants as required for ensuring due process.11) Providing recommendations to the Disciplinary Authority as required by UPEACE Policies.12) Submitting an annual Ombudsperson's Report to the Rector.	
<p>The compensation for this position will include an honorarium of USD 1,000 per month. The hired candidate is expected to be available and on campus for approximately 4 hours per week, at their convenience.</p>	
<p>Please submit your resume (maximum 5 pages) in the English language, along with a cover letter expressing your interest in the position, your availability for the position, your suitability for the position, and a statement certifying that you have familiarized yourself with the two UPEACE Policies related to prohibited conduct.</p> <p>Your application should be sent in electronic format to the following e-mail only, referring to Position #8100: jobshr@upeace.org. The period for submitting an application ends 22 February 2026. At the end of the application period, the selection board will review all applications and contact only those candidates that will continue to the next phase of the selection process. These shortlisted applicants will be contacted before 27 February 2026.</p> <p><i>The University for Peace is committed to promoting diversity and inclusiveness in terms of gender, ethnic and/or cultural identity, beliefs, disabilities or age.</i></p>	