

POSITION ANNOUNCEMENT

JOB TITLE:	OMBUDSMAN
TYPE OF VACANCY:	SENIOR MANAGEMENT
DEPARTMENT:	BOARD OF TRUSTEES / OFFICE OF THE PRESIDENT
REPORTS TO:	BOARD OF TRUSTEES / OFFICE OF THE PRESIDENT
<p>INSTITUTIONAL PROFILE: Established in 1974, as The College of The Bahamas, and Chartered in 2016 as University of The Bahamas (UB), the national higher education institution of The Commonwealth of The Bahamas. With an enrolment of almost 5000 students, UB offers master, bachelor and associate degrees, certificates and diplomas, academic upgrading, personal and professional development programmes at four locations: two in New Providence, one in Grand Bahama and a field research campus in San Salvador.</p> <p>University of The Bahamas, a multi-campus, national system, is seeking nominations and applications for the position of Ombudsman.</p>	
<p>SUMMARY: The University Ombudsman is a designated impartial, neutral, and confidential third party who assists students, faculty, staff and administrators in dispute resolution through informal means, which includes consulting, negotiation, and mediation.</p> <p>The Ombudsman function is independent of existing administrative structures and reports directly to the Board of Trustees at the University of The Bahamas. The Ombudsman does not accept notice on behalf of the university. While maintaining confidentiality of communications, the Ombudsman may prepare a periodic report to the university community. Based on anonymous aggregate data, this report discusses trends in the reporting of grievances and concerns, identifies patterns or problem areas in university policies and practices, may recommend revisions and improvements, and may assess the climate of the campus.</p>	
<p>DESCRIPTION OF DUTIES AND RESPONSIBILITIES: The Ombudsman directs all aspects and functions of the University Ombuds Office, inclusive of the following:</p> <ul style="list-style-type: none">➤ Formulates, manages and monitors the overall goals, programs, budget and direction of the Ombuds Office;➤ Oversees the function of the campus's informal mediation services;➤ Develops and maintains confidential notes and statistical data for the purposes of identifying trends in complaints and concerns;➤ Identifies problem areas in university policies and practices, recommending revision and development of policies;➤ Issues reports to the Board of Trustees and the President, upon request;➤ Acts as liaison between individuals or groups and the campus administration by serving as a consultant, facilitator and informal mediator, recommending steps toward problem resolution and appropriate action;➤ Consults with campus departments and academic units to understand and resolve complex problems through informal discussion, developing cooperative strategies to prevent future problems;	

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- Advises senior administrators responsible for policies and procedures that affect the welfare of the campus community;
- Makes appropriate recommendations to modify practices in order to reduce or eliminate recurring problems;
- Works collaboratively with other offices and personnel whose responsibilities include policy analysis;
- Develops and maintains ongoing relationships with all campus constituencies to promote the value and process of conflict resolution;
- Develops and conducts training and information sessions for the campus community about the Ombuds Office's role in university conflict resolution;
- Works collaboratively with other campus personnel with conflict resolution interests and responsibilities;
- Encourages ethical behavior and practical solutions in resolving disputes and formulating recommendations;
- Develops and maintains an appropriate professional leadership role, consistent with the University of The Bahamas' position in higher education and academe.

MINIMUM REQUIRED QUALIFICATIONS:

- Advanced degree in mediation, conflict or dispute resolution, or closely related field from an accredited institution;
- Minimum three years demonstrated skills in problem solving, analysis, and conflict resolution including the courage to address the highest levels of the institution;
- Minimum three years professional experience directly related to the duties and responsibilities of the position including experience with analysis of legal documents and policy documents;
- Experience designing and conducting training programs in conflict resolution, negotiation skills and theory, civility or other related topics;
- Excellent verbal and written communication skills, including the ability to communicate effectively and respectfully with individuals from diverse backgrounds and with diverse groups of individuals throughout the university community and the ability to make effective written and oral presentations.

KNOWLEDGE, SKILLS & ABILITIES:

- Demonstrated knowledge of professional ombuds standards, codes of ethics, procedures, and principles and techniques for informal inquiries;
- Demonstrated ability to exercise independent judgment and prudence in dealing with sensitive, confidential matters and remain non-judgmental;
- Demonstrated ability to obtain the trust and confidence of individuals at all organizational levels;

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- Demonstrated ability to understand liability and risk issues of a large, complex organization, including sexual harassment, whistleblower laws and policies, discrimination, and other compliance related issues.

Applicants should send the following:

- A letter of application highlighting work experience and accomplishments relevant to the position;
- Resume;
- The names and contact information of three professional references.

Addressed as shown:

Chairman, Board of Trustees
C/O Board of Trustee Secretary via email: michael.stevenson@ub.edu.bs
Office of University Secretary
University of The Bahamas
Poinciana Drive & University Drive
P. O. Box N-4912
Nassau, The Bahamas

Electronic applications preferred. Candidacy review begins immediately and continues until an appointment is made. Official transcripts for all degrees and three current letters of recommendation are required prior to the starting date of employment.

Terms:	Contractual
Date Published:	August 2, 2018
Application End Date:	August 17, 2018
Date to be Removed:	August 18, 2018