



Terms of Reference Template

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|---|---|---|
| Job Title: | Operations Officer | |
| Number of Positions: | | |
| Position Number: | | |
| Network: | | |
| Sector: | | |
| Organizational Mapping (Effective from 1 st July 2014) | | |
| Professional Mapping: (Effective from 1 st July 2014) | | |
| Hiring Manager Name & UPI # | J. Humberto Lopez | |
| Hiring Manager Delegate/Assistant Name & UPI # | | |
| Department / Division: | LCRVP | |
| Grade: | GF | |
| Job Location: | Washington, DC | |
| Recruitment Type: | X International <input type="checkbox"/> Local Recruitment | |
| Appointment Type: | | |
| Appointment Duration: | 3 years | |
| Posting Duration: | | |
| Posting Type: | <input type="checkbox"/> External <input type="checkbox"/> Internal | |
| If External posting, will hiring unit take care of the Long-listing | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Screening Questions included for External Posting | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Potential Candidate: | <input type="checkbox"/> Yes <input type="checkbox"/> No | If Yes, Potential Candidate UPI #: |
| HR Contact Name & UPI #: | | |
| Language Preferences: | | |
| Competency Included in Selection Criteria: | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Short listing Committee Members / One Hiring unit representative for Cluster Positions | Names | UPI # |
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Background & General Description :

THE WORLD BANK GROUP'S VISION AND STRATEGY

The vision of the WBG is to eradicate extreme poverty by reducing the number of people living on less than \$1.25 a day to 3 percent by 2030, and promote shared prosperity by fostering the income growth of the bottom 40 percent in every country. To achieve this vision, our strategy has three components: (1) maximizing development impact by engaging country clients in identifying and tackling the most difficult development challenges; (2) promoting scaled-up partnerships that are strategically aligned with the goals; and (3) crowding in public and private resources, expertise and ideas.

The architecture underpinning the strategy and instrumental to its success is the establishment of fourteen Global Practices (GPs) and five Cross-Cutting Solution Areas (CCSAs) that, in concert with the WBG Regions, will design solutions that address clients' most pressing developmental challenges, and ultimately, enable the WBG to meet its twin goals of eliminating extreme poverty and boosting shared prosperity.

REGIONAL CONTEXT

The World Bank Group serves 30 client countries in the Latin America and the Caribbean Region (LCR). Clients range from large rapidly growing sophisticated middle income clients to IDA countries to small Caribbean states to one fragile state. Despite immense resources, dynamic societies, and an average annual per capita income of about \$4,000, deep inequalities persist in most LCR countries, with nearly a quarter of the Region's people living in poverty. The Bank's strategy in LCR is focused on five pillars: (a) stimulating growth and improving competitiveness; (b) reducing poverty and inequality; (c) making governments and institutions work for people; (d) providing a platform for tackling global issues (climate change, gender, trade, disease, migration), and (e) reducing risk, whether from extreme weather events, climate change, crime and violence or other.

Roles & Responsibility :

- Assist Task Team Leaders (TTLs) on all operational tasks related to the processing of Loan and Reimbursable Advisory Services (RASs) operations including: drafting mission related documents (Mission Announcement Letters, Aide Memoires, Management Letters); terms of reference (TORs) for the various consultants; drafting requests for proposals (RFP) and assisting with procurement processes for large firm contracts; managing consultant deliverables; support task team in a range of portfolio and budget issues, including tracking budget expenditures and billing;
- Provide technical support to task teams preparing or supervising activities; contributing to the review of technical documents for operations and analytical work and participating in dialogues with clients;
- Assist the PM and TTLs to manage donor relationships and maintain client satisfaction with principal donors, bilateral and multilateral agencies, foundations, and private corporations;
- Work closely with the Country Management teams and Task Teams on budget issues, and support the quality assurance functions of the unit; and
- Responds to ad hoc information requests from internal and external parties.



Selection Criteria & Competencies :

- Master's degree (such as economics, finance, business administration, international relations, social sciences or similar field relevant to the World Bank's operations) and a minimum 5 years of relevant work experience.
- Previous experience with a multi-lateral or bilateral donor a strong asset but not required.
- Superior written and verbal communication skills (in English) with demonstrated ability to think strategically and synthesize complex issues (translated into effective oral and written briefs).
- Proven ability to effectively organize and coordinate events.
- Strong client focus and problem solving skills. Sound judgment and ability to evaluate client needs, suggest innovative approaches and follow up as required.
- Experience of working in teams and contributes productively to the team's work and output.
- Ability to function effectively in multi-cultural and multi-disciplinary environments and build effective working relations with clients and colleagues.
- Proven ability to work simultaneously on a variety of tasks, meet deadlines, provide quality outputs, and attend to details while maintaining the big picture at hand.
- High degree of ethical integrity, discretion, tact, and maturity in dealing with internal and external clients, colleagues and stakeholders at all levels.
- Solid Microsoft Office (Word, Excel, Power Point) skills.
- Spanish, Portuguese and/or French desirable

Competencies:

- Client Orientation - Maintains client relationships in the face of conflicting demands or directions and provides evidence-based advice and solutions based on sound diagnosis and knowledge.
- Drive for Results - Identifies the needed resources to accomplish results involving multiple stakeholders and finds solutions to obstacles affecting key deliverables.
- Teamwork (Collaboration) and Inclusion - Shows leadership in ensuring the team stays organized and focused, and actively seeks and considers diverse ideas and approaches.
- Knowledge, Learning and Communication - Leads in the sharing of best practice, trends, knowledge and lessons learned across units and with clients and partners, articulating ideas verbally and in writing in a clear and compelling way across audiences of varied levels.
- Business Judgment and Analytical Decision Making - Gathers inputs, assesses risk, considers impact and articulates benefits of decisions for internal and external stakeholders over the long term.

Screening Questions for External Posting:

[Please use the same template and provide close-ended questions only.](#)

1.) Do you have experience in financial sector issues and ability to engage in a broad range of policy



issues including banking, capital markets, insurance, access to finance/financial inclusion, rural finance, bank governance, and the financial aspects of PPPs? Yes/No (SAMPLE)

2.) Do you have experience in designing the financial sector strategies for client countries, and in developing programs in the CAS/CPS framework to implement the strategies? Yes/No (SAMPLE)

3.) Do you have in-depth knowledge of project management tools & methodologies, and processes related to project preparation & implementation, and resource management? Yes/No (SAMPLE)

4.)

5.)

6.)