

Position Announcement

Texas Tech University Faculty Ombudsperson

Available Summer 2019

Applications accepted until the position is filled

Texas Tech University is accepting applications for University Faculty Ombudsperson. The Faculty Ombudsperson is as an independent, neutral, confidential and informal resource for faculty members who have concerns arising from their work at the university.

The Faculty Ombudsperson is charged with facilitating resolution of conflicts, disputes, or complaints of faculty that are not easily resolved through the normal channels with their supervisors. The Ombudsperson advises faculty on the viability of complaints and issues; directs faculty to appropriate offices and resources to manage concerns; reviews relevant university rules and policies; and at times serves as an informal mediator in early stage complaints.

The Ombudsperson is an impartial party, not a faculty advocate. The Ombudsperson also may serve a fact-finding function or offer advice to parties to a conflict. The Ombudsperson will also report to the President of the Faculty Senate and the Provost and Senior Vice President on trends observed in faculty concerns.

The Office of the Faculty Ombudsperson is independent in its structure and function, and reports to the President of the Faculty Senate and to the Provost and Senior Vice President, who jointly provide operational oversight of the office. The Provost will introduce the successful candidate to other administrators, including deans and senior administrators to facilitate the Ombudsperson's effectiveness.

The Ombudsperson will serve an increasingly culturally and intellectually diverse community, and TTU encourages applications from people who share a commitment to diversity, equity, inclusivity, and opportunity. The Ombudsperson must be a tenured faculty member at Texas Tech University, which includes Librarians and Archivists. Compensation for the Ombudsperson will be adapted to the type of faculty position the selected candidate holds; however, the benchmark for compensation is one course release in Fall and Spring semesters and salary for one summer session.

Where Texas Tech policy allows, the Ombudsperson will operate in conformity to the Code of Ethics and Standards of Practice of the International Ombudsperson Association. It is expected the Ombudsperson will receive training from one of several Ombudspersons Associations, such as the International Ombudsperson Association. There are funds for training and travel to facilitate the professional certification of the successful candidate by a nationally or internationally recognized Ombudsperson body.

Major functions of the position:

- The Ombudsperson responds to issues, concerns, inquiries, and complaints either by request or on her/his own initiative and supplements, but does not replace any steps required in formal internal or external procedures of Texas Tech University. Use of the Ombudsperson Office is not a required step in any grievance process or organizational policy.
- The Ombudsperson shall be neutral, impartial, unaligned, and objective in the performance of all duties. The Ombudsperson has no personal interest or stake in and incurs no personal gain or loss from the outcome of an issue.
- The Ombudsperson is an advocate for a fair and equitable process, not an advocate on behalf of individuals or the institution.
- The Ombudsperson shall not disclose and shall not be required to disclose any information provided in confidence or otherwise received in the course of performing her/his duties, except to address a serious risk of

imminent harm or as required by law, judicial order, or other legal process. The Ombudsperson shall comply with institutional standards of privacy or confidentiality in the pursuit or provision of information.

- The Ombudsperson functions on an informal basis by such means as listening, providing and receiving information, reframing issues, developing options, referral, third-party intervention, shuttle diplomacy, mediation, and systems change.

- The Ombudsperson does not take an active role in any formal institutional investigative or adjudicative procedures. The Ombudsperson may conduct informal fact-finding, or otherwise examine alleged procedural irregularities of a formal process and allegations about alleged acts, omissions, improprieties, and/or systemic problems.

- When a formal investigation is requested or warranted, the Ombudsperson shall refer the individual(s) to the appropriate offices or persons according to the formal Operating Procedures and Policies of Texas Tech University.

- The Ombudsperson shall produce an annual public report indicating the number and type of cases with any recommendations the Ombudsperson perceives are in the best interest of the university. A copy of the annual report shall be distributed to the President's Office, the Senior Vice President for Administration and Finance, the Provost and Senior Vice President, the President of the Faculty Senate, and the President of the Staff Senate.

- As a relatively new office at Texas Tech, the candidate will have the opportunity to show leadership to shape many of the operational functions of the Ombudsperson position, working closely with the Provost and the Faculty Senate President in leading the growth and structure of this position.

Required Qualifications:

- The Ombudsperson must be a tenured faculty member at Texas Tech University, which includes Librarians and Archivists.
- Must have the ability to manage detailed work, operate in an environment of confidentiality, understand University policies and procedures, and possess a good understanding of the resources and offices at Texas Tech University.
- Demonstrated experience in, and an ongoing commitment to, working effectively with and across culturally and intellectually diverse university communities.
- Exceptional writing, speaking, and listening skills.
- Strong work habits, organizational skills, and the ability to coordinate multiple tasks with efficient time management.
- Demonstrated ability to work collaboratively with others and contribute to the efforts of a diverse team.

Application Process:

Applications will be reviewed beginning Wednesday, April 10, 2019 and will be accepted until the position is filled.

Applications must be made electronically through the Texas Tech University internal campus jobs site at www.workattexastech.com. Click on Texas Tech University Employees, sign in, and then search for 16987BR or "ombuds". Please submit the following documents online:

1. A letter setting out how your background qualifies you for this position, including ways that you have fostered the university's commitment to diversity.
2. Current CV;
3. A list of three references with their contact information. Submission of these names grants permission to contact them.

If you have questions regarding the position, please contact Faculty Senate President Dr. Alan Barenberg (alan.barenberg@ttu.edu) or Dr. Rob Stewart, Senior Vice Provost (rob.stewart@ttu.edu). If you have difficulty negotiating the electronic application process, contact the TTU Talent Acquisition office at hrs.recruiting@ttu.edu or 806-742-3851.