

**ciarb.**

**INVESTORS IN PEOPLE™**  
We invest in people Standard

# Recruitment pack



Ciarb is a charity incorporated by  
Royal Charter under number 803725

[www.ciarb.org](http://www.ciarb.org)



**Job Title:** Membership Records Assistant

**Reporting To:** Credit Controller

**Location:** London (Hybrid – 1 Day per week Office Based)

## ABOUT US

The Chartered Institute of Arbitrators (Ciarb) is a leading global professional membership organisation dedicated to promoting and facilitating the use of alternative dispute resolution (ADR) methods. Ciarb has a rich history spanning over a century and as a UK registered charity Ciarb works in the public interest through our global network of 43 branches to advance the understanding and practice of ADR worldwide.

We employ around 65 staff, with the majority based in the UK. As an employer we are committed to encouraging an open and diverse workplace; from day one, our employees can request flexible working and hybrid working is available for most roles. We actively support our employees' wellbeing through a range of benefits and flexible practices, including wellbeing days through our 'My free time' scheme. We invest in our people and offer a range of personal learning and development opportunities.

## POSITION OVERVIEW

You will be responsible for phoning members with unpaid subscriptions, processing payments over the telephone, updating spreadsheets, and issuing invoices and receipts. Due to the time zone differences, with many members based in places such as Australia and Hong Kong, on occasions you will be required to start your work at 7 am. Therefore, flexibility is crucial.

## KEY RESPONSIBILITIES

- Contact members with unpaid subscriptions to remind them of outstanding fees.
- Process payments over the telephone securely and accurately.
- Update membership records and financial spreadsheets with the latest payment information.
- Issue invoices and receipts promptly and ensure their accuracy.
- Provide exceptional customer service to members, addressing enquiries and concerns promptly and professionally.
- Collaborate with other team members to streamline processes and improve efficiency.
- Ensure all interactions and transactions adhere to organisational policies and procedures.
- Assist with ad-hoc administrative tasks as assigned.

## ESSENTIAL REQUIREMENTS

- Excellent communication skills, both verbal and written.
- Some experience in the following areas would be an advantage however, as full training will be provided it is not essential, customer service, administrative, membership management or financial administration.
- Competency in using Outlook and Excel for email communication and data management.
- Strong attention to detail and accuracy in handling financial transactions.
- Ability to work independently and as part of a team in a fast-paced environment.

## WHATS IN IT FOR YOU?

Contract:	Fixed Term (May–December)
Salary:	£23,000 per annum
Annual leave:	25 days per annum plus UK bank holidays
Sick pay:	Enhanced company scheme subject to terms and conditions
Life assurance:	Company life assurance scheme (4 x annual salary)
Pension:	Generous Pension Scheme (from day 1 of joining)

Employee Contribution	Employer Contribution
2% (minimum)	8%
3%	9%
4%	10%
5% or more	11%

- Benefits:
- Paid time off between Christmas and New Year
  - My Free Time: we offer up to 12 additional wellbeing days a year
  - Employee Assistance Programme (EAP)
  - Private Healthcare: Vitality Health
  - Cycle-to-work scheme
  - Season Ticket Loan
  - Perkbox subscription (money-saving platform)
  - Gym & Fitness Savings Scheme

Location: Ciarb Head Office: [12 Bloomsbury Square, London, WC1A 2LP](#)

How to apply: To ensure each candidates application is fairly considered, we would like you to submit a short statement (300 words max) explaining why you would be a great fit for this role. To apply, please click [HERE](#)

Closing date: Thursday 18th April 2024 @ 23:59 (11:59 PM)

We reserve the right to close this vacancy early if we receive sufficient applications for the role. If you are interested, please submit your application as early as possible.

## WORKING HOURS AND FLEXIBLE WORKING

Our full-time employees are contracted to work 35 hours per week.

We offer a range of flexible working patterns where possible to assist with a work/life balance and welcome applications from



people wishing to work on a part-time or job share basis. We also operate a flexitime scheme that allows you to alter your start and finish times and take hours back that you have accrued. We are happy to discuss flexible working from day one.

## EQUALITY AND DIVERSITY

Ciarb welcomes enquiries from everyone and values diversity in our workplace. A commitment to promoting diversity and developing a workplace environment where all staff are treated with dignity and respect is central to our recruitment process. We are committed to the employment and career development of disabled people. We encourage all applicants to complete our Equal Opportunities Monitoring form provided with all application packs, to support us in delivering upon our equality programme.

## PROTECTING YOUR INFORMATION

We are responsible for deciding how we hold and use personal information about you. We comply with data protection law and principles and a copy of the privacy notice for job applicants can be found [HERE](#)

## DISABILITY CONFIDENT COMMITTED EMPLOYER

As a Disability Confident Committed Employer, we have committed to ensuring that our recruitment process is inclusive and accessible.



We will offer an interview to disabled people who meet the minimum criteria for the job and support any reasonable adjustments required. We also support existing staff who may have a disability or long-term health condition to enable them to stay in work.

If you tell us that you have a disability, we can make reasonable adjustments at interview and, if you join us, to where you work and to your work arrangements. We offer disabled applicants the option of requesting that their application is considered under the terms of our Guaranteed Interview Scheme (GIS). The minimum is 60% of the shortlisting score across all essential criteria, except when it has been exceptionally agreed that this percentage score be lowered.

If you wish to apply under the GIS, please contact us. If you do not wish to apply under the GIS but do require us to make reasonable adjustments at interview, then please let us know what those adjustments will be. A request under the Guaranteed Interview Scheme does not guarantee you a job. At interview, the best candidate will be offered the post.



**We are  
Accountable**



**We are  
Inclusive**



**We are  
Innovative**



**We are  
Impactful**



**We are  
Collaborative**