

Job description

Job Title: Regional Relationship Manager – Asia Pacific (APAC)

Date: July 2022

Reporting to: Director of Policy and External Affairs

Location: Asia Pacific

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 18,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

Job Overview:

The Regional Relationship Manager role presents an exciting opportunity for an individual to play a key role in promoting alternative dispute resolution and the growth of CIArb in the Asia Pacific (APAC) Region. The postholder will support the delivery of member and education services and will identify new opportunities for CIArb within the region to strengthen engagement with the business community, the ADR community, CIArb members and prospective CIArb members. They will also be CIArb's primary point of contact for key external stakeholders across the region.

The post holder will work closely with colleagues around the globe ensuring that the regional delivery is in line with CIArb's overall vision and strategic priorities.

Key Responsibilities:

- a. Regional Planning and Reporting:
 - Developing a Regional Strategy that is fully aligned with the CIArb Corporate Strategy 2021-23.
 - Developing and implementing an Annual Action Plan to deliver the Regional Strategy against a balanced scorecard of measures.
 - Provide regional intelligence to inform how best to promote ADR and support membership in the Region.
- b. Delivery of Education, Training and Qualifications:
 - Co-ordinate with HQ the delivery of training and the delivery of qualifications across the Region, including identifying training opportunities.
 - Maintain and co-ordinate with HQ the training by Recommended Course Providers.
- c. Development of CIArb Thought Leadership:
 - Through coordination with HQ and Branches, deliver an impactful and regionally-relevant programme of thought leadership and insight.

- Develop relationships with academic institutions, professional bodies and other organisations across APAC to increase CIArb's influence and advance our strategic objectives.

d. Facilitation of ADR:

- Identify and develop the recognition of CIArb status by ADR panels and appointing bodies across APAC, thereby increasing opportunities for CIArb members to receive appointments.
- Monitor CIArb and Institutional Rules and Guidance on ADR, and feedback insights from the region on where our suite of professional practice guidelines should be developed and extended.
- Work with the CIArb External Affairs team at HQ to coordinate policy influencing activities and integrate robust stakeholder management for the APAC region.
- Engage with governments, policymakers and other stakeholders across APAC to promote and influence the development of ADR in line with our policy positions.

e. Resources and Member Benefits:

- Engage with the local ADR community and meet all legal and charity requirements.
- Act as a relationship manager for members, Branches and other organisations in the Region.
- Provide guidance and support to Branches.
- Enhance member development and membership growth through a unified and consistent events schedule (including events for Young Members), ensuring that activities are aligned with CIArb's strategic aims, that they build brand value and are marketed and delivered according to local needs.
- Assist prospective members in the process of joining CIArb and replying to requests for information and assistance.

Requirements:

Essential:

- An interest in ADR and alignment to the purpose and ambitions of CIArb as demonstrated through previous experience.
- Sound knowledge and understanding of diverse economic, social and cultural aspects of the APAC region.
- Business development experience
- Confidence in executing policy and public relations influencing work
- Credible individual of personal and professional maturity and gravitas
- A market development mindset and approach to growth; keen to connect to and widen CIArb's member base and strengthen the Institute's impact and reach.
- Excellent verbal and written communication in English
- Energetic, imaginative, enthusiastic and self-motivated
- Ability to pass on clear information to others
- Ability to take ownership and responsibility
- Ability to prioritise tasks and meet deadlines
- Ability to work on own initiative and resolve problems proactively
- Able to remain calm under pressure and to easily adapt to change
- Strategic thinker with an ability to innovate, whilst being pragmatic and tenacious in the achievement of results
- Excellent communicator with strong influencing skills who can establish credibility quickly, build effective relationships and act as a true ambassador for CIArb in the Region

Desirable:

- Proven track record of delivery and success demonstrating strong leadership skills, commercial acumen and a suite of positive behavioural traits aligned to the values of the CI Arb (ethical, professional, innovative, improving, teamworking and in the public interest)
- Experience of developing successful communications strategies and planning communications work.
Evidence of proactively initiating and developing relationships and partnerships with excellent influencing skills and relationship management capability
- Experience of dealing with trade or national media
- Knowledge or experience of ADR

Summary terms and conditions

Contract: Permanent

Salary: circa £55,000

Annual leave: 25 days holidays per annum

Other Benefits:

- PerkBox (employee money saving platform)
- Flexible working hours – core hours
- Learning and Development opportunities
- Enhanced Family policies

Location: CI Arb Head Office, 12 Bloomsbury Square, London, WC1A 2LP

Notes: **We are keen to encourage applicants from all identities and walks of life.**

How to apply: To apply for this role, please click [HERE](#)

Closing date: 15th August 2022