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# Recruitment pack



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Royal Charter under number 803725

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



## Job description

**Job Title:** DAS Case Officer

**Date:** November 2022

**Reporting to:** DAS Case Manager

**Location:** London (hybrid-working)

### 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:

Processing and managing of DAS Client cases including administration of DAS applications process, DAS Service enquiries and maintaining DAS Panels.

### Key Responsibilities:

#### Major Objectives:

#### Strategic and Management:

- Effective management and processing of DAS Client cases including timely administration process and record management.
- Robust case and record management in line with the contractual requirements of the new service we are providing to the government body. Monthly and quarterly reporting to the government department we are providing services for.
- Provide advice and information (sought and offered) to members/clients regarding services in a timely manner.
- Work with the DAS Case Manager to ensure all products and services are effectively marketed and promoted for optimum awareness among the ADR industry,
- Identify potential risks in relation to quality assurance and identify appropriate solutions and improvements to mitigate the risks.
- Administration of all appointment applications to the Dispute Appointment Service.
- Assist the DAS Case Manager in identifying appropriate target audiences in order to promote the Presidential Appointments Service.
- Administer all aspects of the ad-hoc Presidential Appointments Service, including the appointment of suitable 3<sup>rd</sup> party resolvers in line with CIArb service level agreements.
- Implement and maintain all quality assurance processes relating to the appointment of 3<sup>rd</sup> party resolvers.

- Contribute effectively to the overall success of the Institute.

### **Stakeholder Management:**

- Manage relationships with external stakeholders such as the Pubs Code Adjudicator.
- Maintain the neutrals database to ensure that information is current and relevant and that the database is fit-for-purpose.
- Communicate with CI Arb branches collectively and report with updates when required.
- Provide Executive support as required to the Panels Management Group.
- Undertake case management administration as appropriate and assist in the administration of applications for Presidential Appointments.
- Work with the Panels Management Group (PMG) to administer the Panel Appointment Certificate renewal process for all members of CI Arb's Presidential Panels, ensuring the timely processing of applications and adherence to The Guidance and any accompanying instructions from PMG.
- Work with internal stakeholders to identify, develop and promote dispute resolution rules and/or specialist schemes both within UK and worldwide for which there is demand.
- Liaise with the Institute's boards and committees to expedite the decision-making process, while maintaining effective governance.
- Respond to enquiries from CI Arb members and members of the public on all aspects of dispute resolution

### **Financial and Reporting:**

- Administer the implementation of dispute resolution rules and/or specialist schemes to the satisfaction of relevant stakeholders and the requirements of CI Arb's committees, including the Panels Management Group and Practice & Standards Committee.
- Administer all aspects of CI Arb's specialist ADR schemes, including implementing and overseeing, where appropriate, scheme panels and the processing of applications to join such panels.
- Undertake case management administration as appropriate and assist in the administration of applications for appointments under the dispute resolution rules and/or specialist schemes.

### **Requirements:**

#### **Experience**

- Ability to work effectively under pressure, meet deadlines and prioritise workloads in a challenging and demanding environment.
- Experience and ability to produce information for management including reports and excel spreadsheets.
- Strong interpersonal skills with experience of communicating effectively at all levels, demonstrating tact, diplomacy and respect in dealings with people.
- Experience in developing and managing stakeholder relationships.
- Proven ability to work within a team to deliver high quality customer focused service to stakeholders.

**Skills:**

- IT skills in Adobe and Microsoft Office software applications, particularly Word, Powerpoint and Excel (Dynamics 365 or other CRM experience is desirable).
- Results driven with a positive and pro-active 'can-do' attitude.
- Strong Administrator who is highly organised and demonstrates the ability to deal with and prioritise multiple projects with conflicting deadline pressures and competing priorities.
- Strong analytical and problem-solving skills with meticulous attention to detail.
- Demonstrates proactiveness and the ability to identify problems and develop solutions, pre-empting and dealing with situations to prevent adverse issues from arising.
- Able to work independently to manage a case load and adhere to strict deadlines and KPIs.
- Demonstrates ability to analyse and report on data effectively.
- Excellent customer service skills, ability to listen and provide the necessary information for ADR service enquiries and stakeholders.
- Excellent verbal and written communication skills, and the ability to communicate effectively to colleagues at a range of seniorities, be calm under pressure and assertive, when necessary.

**Summary terms and conditions**

**Contract:** 12 months Fixed-term - Full time/Part-time/Job-share.

**Salary:** between £25,000 to £30,000 per annum (depending on experience)

**Annual leave:** 25 days' holidays per annum plus UK bank holidays

**Pension:** Generous Pension Scheme (from day 1 of joining)

**Healthcare:** Company scheme subject to terms and conditions.

**Life assurance:** Company life assurance scheme (4 x annual salary).

**Other Benefits:**

- Season ticket loan
- Cycle to work scheme
- PerkBox (employee money saving platform)
- Gym/Fitness scheme
- Flexible working hours – core hours
- EAP (Employee Assistance Program)
- Wellness and Social incentives e.g. Christmas party, summer party, International day, Charity events
- Financial Wellbeing seminars and access to e-portal
- Learning and Development opportunities
- Enhanced Family policies

**Location:** CIARB 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 on [HERE](#)

**Closing date:** 2<sup>nd</sup> December 2022