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Recruitment pack



Ciarb is a charity incorporated by
Royal Charter under number 803725

www.ciarb.org



Job description

Job Title: Governance and Complaints Officer

Date: November 2022

Reporting to: Head of Governance

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 42 branches.

Job Overview:

It's a busy, hands-on role supporting the Head of Governance with planning for and attending Board and Standing Committee meetings as required as well as providing support to our branches to help them deliver on their governance requirements, supporting the recruitment of members to committees and supporting key projects including Congress and Trustee and Presidential Elections.

To be successful in this role, you will be comfortable and confident working in a fast-paced environment with occasional conflicting priorities. You will be able to flex your style and approach depending on the circumstance. You'll have strong organisational, verbal and written communication skills, which will ultimately help you be a key contact.

Key Responsibilities:

- To provide administrative support a range of governance activities, including development and review of governance policies and processes; recruitment and appointment of Committee members; supporting the induction process for new members and developing, implementing and continuously monitoring and improving governance frameworks.
- To act as the key point of contact for the Chairs of the Standing Committees and subcommittees and provide support.
- To service CIArb Standing Committee meetings and subcommittees, ensuring the smooth conduct of business, including all logistical and other arrangements – including attending and convening meetings, minute taking, following up actions (including out of session business) and ensuring actions are communicated and taken forward by the appropriate key people.

- To provide administrative support for the complaints handling process.
- To collate and manage confidential information and maintain the strict confidentiality of the discussions that take place at CI Arb meetings.
- Upload papers relating to CI Arb Board and Committee meetings to the relevant forum.
- To support the administration for the Trustee and Presidential elections and Congress under the direction of the Head of Governance.
- Preparation of the annual governance calendar and issuing meeting invitations to attendees and where necessary make room bookings.
- Provide support for travel arrangements for office holders and staff attending CI Arb Board and Committee meetings in person.
- Processing of invoices and expenses that relate the governance and meeting attendance.
- Ensure the CRM is updated as appropriate with Branch Committee membership, Board membership and Standing Committee membership.
- Ensure the Governance pages on the website are maintained and current, this includes information about our branches and their committees
- Supporting the branches in meeting their governance requirements and attendance at Regional Branch Chair meetings.
- Provide assistance to the Head of Governance regarding all matters relating to the governance of the Institute, and any ad hoc research or projects
- To provide administrative support to the PCC and in the complaints handling process.

Requirements:

Essential:

- Word, Excel, PowerPoint, Outlook, SharePoint, and Teams skills and experience.
- Strong attention to detail and excellent written and spoken English.
- Understanding of confidentiality and sensitivity of governance work.
- The ability to work with and influence colleagues at all levels and experience of working with boards and/or committees
- Excellent planning, scheduling and coordination skills.
- An aptitude for problem solving and managing projects with stretching delivery deadlines.
- A confident and proactive approach.

- Good teamwork, communication and interpersonal skills.

Desirable:

- Previous experience in a governance or committee administration role.
- Understanding of charity governance and legislation.

Summary terms and conditions

Contract: Permanent, Full-time

Salary: circa of £30,000 per annum

Annual leave: 25 days' holidays per annum plus UK bank holidays. Additional leave between Christmas and New Year.

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

Healthcare: Vitality Health UK - 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: 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 on [APPLY HERE](#)

Closing date: 9 December 2022