

Recruitment pack



Job Title: Policy Officer

Reporting To: Head of Policy

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

About Us

Ciarb is an independent, charitable membership organisation committed to supporting the effective resolution of disputes, often referred to as private or alternative dispute resolution (ADR). Ciarb champions all aspects of dispute resolution across arbitration, mediation, and adjudication, setting robust ethical standards. Ciarb delivers global learning and networking opportunities, qualifications, mentorship, research and resources, events, and best practice guidance for its members and dispute resolution practitioners. Today, Ciarb has 43 branches connecting over 18,500 members across 150 jurisdictions 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.

Our culture is based on trust and respect. We have a clear sense of purpose and direction and know we are strongest when we work together to deliver the best outcomes for members and Ciarb, and take pride in the impact and quality of our work. We recognise and value each other's contributions and celebrate our successes.

Job Overview

We are currently seeking a dedicated and detail-oriented Policy Officer to join our team as a Policy Officer. As Policy Officer, you will be a key contributor to our organisation's policy development and implementation dedicated to promoting and supporting inclusive policy on an international scale. You will play an essential role within a small team of dedicated professionals collaborating to support our Alternative Dispute Resolution (ADR) strategy, advancing the institute's mission and objectives and helping us to grow our influence globally.



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

Key Responsibilities

- Assist in the development and execution of our global ADR policy strategy, ensuring alignment with the organisation's mission and objectives.
- Assist and guide internal teams and external partners on global ADR policy matters, ensuring compliance with relevant laws, regulations, and best practices.
- Conduct research and evaluate global ADR policy developments, identifying key trends and opportunities for our involvement.
- Help develop and maintain an effective ADR policy monitoring system to keep up with global ADR policy developments, anticipate potentially important developments, and use information to inform Ciarb engagement with governments and stakeholders in key, strategic jurisdictions.
- Authorising correspondence, consultation responses, briefings and policy reports. Liaising with colleagues internally, and with key members/committees as appropriate to inform our policy positions.
- Support the development of thought leadership content, including research papers, articles, and publications, to strengthen our organisation's reputation as a leading authority in ADR policy.
- Prepare and maintain policy documents, reports, and presentations, ensuring that all relevant information is accurate and up-to-date.
- Collaborate with internal teams to facilitate effective communication of our policy positions and initiatives. Work closely with the communications team to ensure consistent messaging.
- Support efforts to consult and engage with our global membership and branches and collect valuable insights, expertise, and feedback from those stakeholders to contribute to our ADR policy strategy.
- Foster and maintain relationships with key stakeholders, including government officials, regulatory bodies, industry associations, and international organisations, to contribute to policy outcomes and promote our organisation's expertise.
- Assist in representing our organization at conferences, seminars, and other relevant events, helping advocate for our policy positions and the benefits of ADR.

Requirements

- A bachelor's degree in a relevant field (e.g., law, public policy, political science, international relations, etc.).
- Demonstrated interest in policy development and/or prior experience in a Policy/Public Affairs environment.
- An ability to draft policy briefings, letters and reports for high-level stakeholders.
- Good understanding of political institutions in the UK, Europe, and worldwide.
- An understanding of ADR, market, and the relevant institutions.
- Strong research and analytical skills.
- Excellent communication and interpersonal abilities with a strong sense of tact and diplomacy when dealing with stakeholders and engaging in policy discussions.
- Detail-oriented and organised, with a commitment to maintaining accurate documentation.
- Enthusiastic, proactive, and eager to make a positive impact in the field of ADR policy.
- Commitment to promoting positive and inclusive policy with a strong commitment to Equity & Diversity.

Summary Terms and Conditions

Contract:	Permanent – Full Time
Salary:	£32,000 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:**
- Additional annual leave after 3 years' service – 1 extra day per year, maximum 7 days
 - 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
 - Financial Wellbeing E-Portal (access to multiple webinars and courses on managing your personal finances)
 - Social events
 - Learning & Development opportunities

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

How to apply: To apply for this role, please click [HERE](#). To ensure each candidates application is fairly considered, we would like you to put together a covering letter to support your application, no longer than 1200 words. Please see guidance at the end of this pack.

Closing date: Tuesday 23rd January 2024 @ 23:59 (11:59 pm)

What is a cover letter?

Cover letters are necessary as they give you the chance to explain to our panel why you're the best candidate for our job. You do this by highlighting relevant skills and experience; therefore, you should always write your cover letter with the position you're applying for in mind.

Not to be confused with personal statements for your CV, cover letters should complement your CV but not duplicate it. The consensus among recruiters when it comes to the length of these documents is the shorter the better. Typically, three to five short paragraphs, cover letters should not exceed one A4 page.

How do I write a good cover letter?

Before writing your cover letter it's important that you do your research. To help you craft a successful cover letter you'll need to find out more about:

- The organisation and its culture.
- The industry it operates in and any relevant news.
- The organisations goals over the next five years.

When writing your cover letter keep it brief, while making sure it emphasises your suitability for the job. Cover letters can be broken down into the following sections:

- First paragraph – The opening statement should set out why you're writing the letter. Begin by stating the position you're applying for, where you saw it advertised and when you are available to start.
- Second paragraph – Highlight relevant experience and demonstrate how your skills match the specific requirements of the job description. Summarise any additional strengths and explain how these could benefit the company.
- Third paragraph – Cover why you're suitable for the job, what attracted you to this type of work, why you're interested in working for the company and what you can offer Ciarb.
- Last paragraph – Use the closing paragraph to round up your letter. Reiterate your interest in the role and indicate your desire for an interview.

Once finished read through the document and cut out any unnecessary words and sentences. Don't fill up space by repeating what's already covered in your CV.

What are some top tips for writing a cover letter?

As we often receive lots of applications for each vacancy, you need to ensure that your cover letter makes a lasting impression for the right reasons. These tips will increase your chances of success:

- Format – Presentation is important so you'll need to format your cover letter properly. Make sure the document is as uncluttered as possible, use the same font and size as you use in your CV.
- Use keywords that appear in our job advert – This lets us know that you've read and understood the job description.
- Identify your USPs – They're your unique selling points. Be positive about what you have to offer and clearly outline how your skills and experience meet those requested in the job description. Demonstrate why **you're the perfect candidate**.
- Include examples – Back up the claims in your cover letter with real evidence or examples that show how and when you've used your skills and experience.

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 flextime 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.

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). To be invited to interview or assessment under this scheme, you must show in your supporting statements that you meet the minimum criteria for the role. 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.

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](#).



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