

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



Job Title: Case Officer

Reporting To: Head of Dispute Appointment Service

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

In the role of a Dispute Appointment Service Case (DAS) Officer, you will play a key role in promoting fair and efficient dispute resolution by fostering a collaborative and constructive approach to conflict resolution. Your primary focus will be on facilitating the resolution of disputes between parties through impartial and effective case management. This includes overseeing the administration of the Dispute Appointment Service applications process, handling Dispute Appointment Service enquiries, and ensuring the maintenance of Dispute Appointment Service Panels.



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

Key Responsibilities

- Effective management and processing of Dispute Appointment Service (DAS) client cases, ensuring timely administration processes and meticulous record management.
- Robust case and record management systems aligned with contractual requirements for the new government service. Provide monthly and quarterly reports to the relevant government department.
- Offer timely advice and information to member s/clients, fostering a proactive approach to information sharing.
- Collaborate with the Head of Dispute Appointment Service to effectively market and promote products and services, maximising awareness within the private dispute resolution industry.
- Identify potential risks related to quality assurance and proactively propose solutions and improvements to mitigate these risks.
- Administration of all appointment applications to the Dispute Appointment Service.
- Assist the Head of Dispute Appointment Service in identifying target audiences for promoting the Presidential Appointments Service.
- Manage all aspects of the ad-hoc Presidential Appointments Service, including the appointment of suitable 3rd party resolvers in line with our service level agreements.
- Implement and maintain quality assurance processes for the appointment of 3rd party resolvers.
- Cultivate relationships with external stakeholders.
- Ensure the neutrals database is up-to-date, relevant, and fit-for-purpose.
- Communicate collectively with branches and provide updates as necessary.
- Offer executive support to the Panels Management Group.
- Undertake case management administration as appropriate and assist in processing applications for Presidential Appointments.
- Work with the Head of Dispute Appointment Service to administer the Panel Appointment Certificate renewal process for all members of the institutes Presidential Panels, ensuring timely processing and adherence to guidance from Panels Management Group (PMG).
- Collaborate with internal stakeholders to identify, develop, and promote dispute resolution rules and specialist schemes globally.
- Liaise with the Institute's boards and committees to expedite the decision-making process while maintaining effective governance.
- Respond promptly to inquiries from our members and the public on all aspects of dispute resolution.

Requirements

- Proficient in thriving under pressure, consistently meeting deadlines, and effectively prioritizing workloads in challenging environments.
- Demonstrated experience in generating management information, including reports and Excel spreadsheets.
- Possesses strong interpersonal skills, communicating effectively across all levels with tact, diplomacy, and respect.
- Skilled in developing and managing stakeholder relationships.
- Proven ability to collaborate within a team, delivering high-quality customer-focused services to stakeholders.

- Excellent analytical and problem-solving abilities with meticulous attention to detail.
- Outstanding organisational skills, adept at handling and prioritising multiple projects amidst conflicting deadlines and competing priorities.
- Familiarity with Alternative Dispute Resolution (ADR) principles and methods, including the procedures for appointing dispute resolvers.
- Exceptional customer service skills, capable of listening and providing necessary information for ADR service inquiries.
- Proficient in IT, with skills in Adobe and Microsoft Office applications, particularly Word, PowerPoint, and Excel (experience with Dynamics 365 or other CRM is desirable).
- Results-driven with a positive and proactive 'can-do' attitude.
- Proactive problem-solver, adept at identifying issues and developing innovative solutions.
- Demonstrates effective data analysis and reporting capabilities.

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](#)

Closing date: Sunday 28th January 2024 @ 23:59 (11:59 PM)

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](#).