

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: Customer Service Administrator

Reporting To: Head of Membership Services

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

You will act as the key liaison for members and prospective members with a primary focus on managing enquiries related to membership eligibility, admission routes, courses information, course registration, membership applications, change of membership grades, payment assistance, and member benefits.

This role plays a crucial part in maintaining the smooth functioning of our course registration, membership acquisition and progression processes. You will be responsible for delivering an exemplary service to both internal and external customers, providing accurate information and advice.

Key Responsibilities

- Providing exceptional telephone and email customer service for our global membership base and deliver an outstanding customer experience
- Acting as the first point of contact in providing information about membership benefits and eligibility, admission routes, course details, training registration, application processes, managing payments on the phone and via email
- Providing administrative support related to membership and education services for our current and prospective members
- Taking accountability for general email accounts and ensuring Service Level Agreements are consistently met
- Providing friendly, professional, helpful advice to members and prospective members taking ownership of queries, following escalation procedures when necessary
- Reviewing member feedback to identify common issues and assist in developing innovative solutions to meet their individual and business needs
- Coordinating course registrations and membership applications
- Maintaining accurate records and data within the Customer Relationship Management system

Requirements

- Experience in a customer facing environment
- A problem solver, someone who can think outside of the box and have excellent attention to detail
- Strong verbal and written communication skills with the ability to influence and persuade others
- Demonstrates strong organisational skills and effective time management
- Experienced in Customer relationship management systems Microsoft Office packages (Word, Excel, Outlook) with the ability to use multiple systems with pace
- Demonstrates experience working towards Key Performance Indicators and Service Level Agreements
- Experience within a membership organisation, education body or training organisation
- Knowledge or experience in Alternative Dispute Resolution is an advantage
- Strong commitment to Equity, Diversity and Inclusion fostering a collaborative environment amongst their team and the wider organisation



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

Summary Terms and Conditions

Contract: Permanent – Full Time
Salary: £28,000 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: Tuesday 13th February 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](#).