

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: Complaints Officer

Reporting To: Head of Governance

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

This is an engaging, hands-on position that involves supporting the General Counsel and Head of Governance on all matters pertaining to the Complaints process. As the Complaints Officer, you'll serve as the primary contact for individuals who wish to express concerns, seek advice, or gather information regarding the complaints handling process. This includes the management and response to both formal and informal inquiries and complaints in accordance with approved procedures, as well as compliance with Ciarb Bye Laws and Regulations.

Key Responsibilities

- Handling and processing of complaints, including complex cases
- Dealing with complainants and respondents
- Tracking complaints and updating the action log
- Formation of subcommittees to review new complaints
- Preparation of reports on new complaints in line with agreed procedures
- Handling and dealing with contentious issues that may arise from handling some complaints
- Monitoring and ensuring the timely progress of concerns and complaints
- Ensuring all complaint responses are sent within set timeframes including and providing 'holding'/agreeing extensions, where appropriate
- Using own judgement to handle conflicting information that may arise during complaints investigation meetings
- Providing administrative support to the Professional Conduct Committee including the preparation of agendas for meetings, attendance at meetings to take minutes and following up with agreed actions

Requirements

- Experience of complaints handling
- Previous experience in a complaints-related role within the charity sector
- Great analytical and investigation skills
- The ability to clearly communicate decisions to complainants and respondents, written and verbally
- 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 complaints work
- 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
- Understanding of charity governance and legislation



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

Summary Terms and Conditions

Contract:	Maternity Cover (9 Months)
Hours:	Part Time (28 Hours) - 0.8 FTE
Salary:	£35,868 pro-rata (£28694.40)
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
 - 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 on the next page.

Closing date: Sunday 03rd March 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](#).