Recruitment pack

CIArb
evolving to resolve

Leadership
Teamwork
Self-management
Transparency

Enthusiasm
Excellence
Initiative
Focus

www.ciarb.org

CIArb is a registered Charity in England and Wales, No: 803725

Job Description

Job Title: DAS Case Officer

Date: May 2020

Reporting to: Head of Policy & External Affairs

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over16,000 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 40 branches.

Major Objectives

Strategic & Management

- Effective management and performance of the DAS Client cases including administration process, demonstrating continuous improvement of the procedure.
- Provide advice and information (sought and offered) to members/clients regarding services in a timely manner.
- Work with the Case Manager to ensure all products and services are effectively marketed and promoted for optimum awareness among the ADR industry,
- Identify potential risks in relation to quality assurance and identify appropriate solutions and improvements to mitigate the risks.
- Administration of all appointment applications to the Dispute Appointment Service.
- Assist the DAS Case Manager in identifying appropriate target audiences in order to promote the Presidential Appointments Service.
- Administer all aspects of the ad-hoc Presidential Appointments Service, including the appointment of suitable 3rd party resolvers in line with CIArb service level agreements.
- Implement and maintain all quality assurance processes relating to the appointment of 3rd party resolvers.
- Contribute effectively to the overall success of the Institute.

Stakeholder Management

- Maintain the neutrals database to ensure that information is current and relevant and that the database is fit-for-purpose.
- Provide Executive support as required to the Panels Management Group.
- Undertake case management administration as appropriate and assist in the administration of applications for Presidential Appointments.
- Work with the Panels Management Group (PMG) to administer the Panel Appointment Certificate renewal process for all members of CIArb's Presidential Panels, ensuring the timely processing of applications and adherence to The Guidance and any accompanying instructions from PMG.
- Work with internal stakeholders to identify, develop and promote dispute resolution rules and/or specialist schemes both within UK and worldwide for which there is demand.

- Liaise with the Institute's boards and committees to expedite the decision-making process, while maintaining effective governance.
- Respond to enquiries from CIArb members and members of the public on all aspects of dispute resolution

Financial and Reporting

- Administer the implementation of dispute resolution rules and/or specialist schemes to the satisfaction of relevant stakeholders and the requirements of CIArb's committees, including the Panels Management Group and Practice & Standards Committee.
- Administer all aspects of CIArb's specialist ADR schemes, including implementing and overseeing, where appropriate, scheme panels and the processing of applications to join such panels.
- Undertake case management administration as appropriate and assist in the administration of applications for appointments under the dispute resolution rules and/or specialist schemes.

Person Specification

Knowledge

- The Arbitration Act 1996 and equivalent legislation in other major jurisdictions.
- The procedures required for appointing dispute resolvers.
- The ADR community including arbitral centres, firms and individual dispute resolvers.

Skills & Competencies

- Results driven, has a positive 'can-do' attitude and demonstrates high energy and an inclusive approach to decision making.
- Flexible and innovative way of working.
- Outstanding organisational skills and the ability to deal with and prioritise multiple projects with conflicting deadline pressures and competing priorities.
- Excellent interpersonal skills with the ability to communicate effectively at all levels, always demonstrating tact and diplomacy.
- Excellent analytical and problem-solving skills with meticulous attention to detail.
- Demonstrates integrity, trust, openness and respect in dealings with people.

Background & Experience

- Experience of implementing robust quality assurance processes.
- Experience in developing and managing partnership relationships.
- Proven ability to work within a team to deliver high quality customer focused service
- Knowledge of the ADR market and key competitors.
- Experience of administering processes within specific budget constraints in accordance with a business plan.
- Meeting financial targets and Service Level Agreements effectively.
- Experience in stakeholder management and customer relations.
- Experience and knowledge of working within a governance structure in the not-for-profit sector (desirable)

Qualifications

- Educated to degree level
- Relevant postgraduate and/or professional qualification in a legal, business and/or dispute resolution discipline (desirable)

Summary Terms and Conditions

Contract:	3 month FTC with the possibility of a permanent position
Salary:	Competitive Salary
Annual leave:	25 days holidays per annum pro rata plus UK bank holidays
Pension:	Minimum 8% Employer contribution with minimum 2% Employee contribution
Healthcare:	Company scheme subject to terms and conditions.
Life assurance:	Company life assurance scheme.
Other Benefits:	• Season ticket loan • Cycle to work scheme • Perk Box (employee money saving platform) • Flexible working hours • Social events e.g. Christmas party, summer party, International day, Charity events • Weekly fitness classes • 1 a day (Fruit in the office)
Location:	CIArb Head Office**,** 12 Bloomsbury Square, London, WC1A 2LP
Notes:	This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

How to apply

To apply for this job opportunity, please send a CV and covering letter to HRadmin@ciarb.org