

Internship opportunity – 3-month Full time CEDR Foundation internship to work on research projects on Diversity & Inclusion and consumer understanding of Fairness

The Centre for Effective Dispute Resolution (CEDR), is looking for a full-term intern to work on two research projects for the CEDR Foundations for a period of 3 months from mid/late May to mid/late August 2018 in Central London. The projects the intern will be working on are:

- A project looking at understanding the barriers to Diversity & Inclusion within the UK mediator profession (3 days per week);
- A project looking at understanding how consumers perceive fairness and acceptance of decisions within alternative dispute resolution (2 days per week).

About CEDR

The Centre for Effective Dispute Resolution (CEDR) is an independent, non-profit organisation with a mission to cut the cost of conflict and create choice and capability in dispute prevention and resolution.

For over 25 years, we have set the standard for dispute resolution and conflict management with our leading mediation, consultancy and training services:

- CEDR Skills offers leading expertise in consultancy, training, and coaching to enhance skills and capability in negotiation and conflict management, including the leading internationally recognised Mediator Skills Training and Accreditation programme.
- CEDR Dispute Resolution Services - Commercial, the largest independent alternative dispute resolution body in Europe.
- CEDR Dispute Resolution Services - Consumer, provides adjudication for many thousands of consumer complaints each year.
- Our Foundation undertakes innovation and research in the area of conflict, as part of our not-for-profit work.

CEDR employs around 60 people, and we also work with well over 100 self-employed mediators, trainers and consultants on a regular basis.

The Role

The intern will be working within the Foundation project teams, managed by the Foundation Manager and the CEDR executive.. The primary function of the intern will be two part. Firstly to focus on a literature review of Diversity and Inclusion research within the legal and alternative dispute resolution fields with the aim of providing a report to inform the next stage of the project. The second project is on analysing through data analysis and literature review how consumers respond to decisions made through adjudication and alternative dispute resolution, with the aim of producing an interim report. Initial work will involve looking at how different organisations measure success of consumer redress schemes. The internship role includes a variety of tasks and duties including:

Data Analysis

Desktop research
Review of literature
Review of other data sources, such as surveys etc

Content Creation

Producing of regular summaries of the research outcomes
Creation of a report on the research outcomes

Experience and skills required

- Interest in pursuing diversity with ideally previous experience in researching this area (eg. university dissertation/essay in area; or work report)
- Strong expertise and skills in research methodology and report writing, including excellent use of English
- Impeccable organisational skills, including the ability to plan ahead and anticipate potential problems
- Ability to prioritise and adhere to deadlines and work under pressure
- IT literacy (Windows XP/Microsoft Office/database/E-mail)
- High level of accuracy and attention to detail
- Good communication skills and able to engage with different stakeholders on the project

Personal requirements

The successful candidate will be professional in attitude and appearance with excellent interpersonal skills. They must maintain strict confidentiality in performing their role since a large proportion of data is highly sensitive. It is also essential that they have the following:

- Capable of working using own initiative with minimal supervision, but also able to be an effective part of the team
- Flexible attitude to a workload that might change and develop
- Good time management
- Proactive approach to work

CEDR is an equal opportunities employer and encourages applications from all sections of society

Duration

Start: early to mid May (as soon as possible)
Research phase completed by mid-late August
5 days a week

Remuneration

Package for entire project: £4,500

If you are interested in this opportunity, please send a CV and covering letter addressed to Susanne Schuler, Director of Training, to Annmarie Savill, asavill@cedr.com We aim to fill this position as soon

as we find a suitable candidate so early application is encouraged.