

## **Contact Centre Administrator - dispute resolution**

£22,000 per annum - 12 month fixed term contract

The Centre for Effective Dispute Resolution (CEDR) seeks to employ a contact centre administrator within the Consumer Services team which arranges independent dispute resolution for consumers who have experienced problems with traders.

The role primarily involves engagement with the general public and subscribing companies providing:

- a courteous and informed helpline service (telephone, email and twitter) supporting consumer queries and requests for assistance; and
- effectively administrating casework to a high quality standard.

CEDR is a world-leading independent, non-profit organisation that specialises dispute resolution and conflict management. This role is situated within our Consumer Services team which provides independent alternative dispute resolution (ADR) for consumers when they experience problems with traders. ADR provides an opportunity to resolve disputes informally and confidentially without the need to refer the matter to court.

Supported by a team of trained adjudicators, mediators and arbitrators, our Consumer Services team provides assistance to thousands of consumers across a wide range of business sectors. Amongst our most well-known schemes are the Aviation Adjudication Scheme, which deals with passenger complaints related to flights on over 600 UK registered aircraft; CISAS, which provides adjudication for the customers of communications companies when they are unable to resolve complaints directly with the company; the Postal Redress Service (POSTRS) for complaints about Royal Mail and the Water Redress Scheme (WATRS) for disputes between customers and the water and sewerage companies of England and Wales.

### **Responsibilities will include:**

- Taking enquiries from the general public by telephone, email and twitter and dealing with them in accordance with high performance and service standards
- Processing new applications for dispute resolution and assessing eligibility
- Assisting the claims teams at subscribing companies on effectively managing their cases
- Providing support to CEDR's panel of ADR Officials

### **The successful candidate will display the following behaviours:**

#### **Planning, Organising & Delivering**

- Organises own time effectively
- Effectively displays resilience
- Understands and considers financial and reputational risk
- Takes responsibility and overcomes obstacles to deliver on commitments
- Seeks opportunity to take the initiative

## **Leadership**

- Acts as a role model to others
- Is driven, motivated and energises others
- Embraces and champions change
- Represents the organisation in a professional and positive manner

## **Communication, Relationships & Team Contribution**

- Contributes to effective teamwork
- Builds and maintains key relationships with internal and external stakeholders
- Communicates with clarity and credibility
- Uses a win/win approach to resolve differences
- Collaborates and supports others

## **Customer Focus**

- Identifies and anticipates customers' needs
- Ensures customers' needs are met appropriately
- Seeks feedback in order to improve the customer experience

## **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.

Further details of CEDR are available on our web-site: [www.cedr.com](http://www.cedr.com).

## **Benefits**

CEDR offers a package of benefits including 5 weeks' holiday, season ticket loan, contributory pension scheme, health care, permanent health and life insurance.

## Application procedure

Interested applicants should write, including a full CV and covering letter, to:

Annmarie Savill, Head of people and Corporate Services  
Centre for Effective Dispute Resolution, 70 Fleet Street, London EC4Y 1EU  
Email: [recruitment@cedr.com](mailto:recruitment@cedr.com)

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