



## Job Description

Company:	Centre for Effective Dispute Resolution
Department:	Consumer
Job Title:	BBRS Case Assessor
Reporting to:	Head of Services (BBRS)
Working hours:	Full time (35 hours per week, 9:30am – 5:30pm)
Start date:	March/April 2021
Salary range:	£45,000
Location:	Predominately remote working with a requirement to attend CEDR's London office as needed

## About BBRS

The Centre for Effective Dispute Resolution (CEDR) is working in partnership with the Business Banking Resolution Service (BBRS) to set up a new dispute resolution service.

The BBRS ([www.thebbrs.org](http://www.thebbrs.org)) is a new non-profit organisation that has recently been set up to resolve disputes between eligible small and medium sized businesses and participating banks. It has been established in response to the commitments made by the banking and finance industry following the Simon Walker Review, which identified the need for an independent service to resolve historical and current complaints that have not previously had access to independent review. The BBRS will deliver an accessible and transparent service, giving eligible businesses the opportunity to have their complaint heard and reviewed independently.

## About the role

After completion of in-house training, the successful candidate will undertake individual adjudications of complaints referred to the BBRS. At all times they will act with full independence and integrity so as to produce consistently fair and reasonable decisions based on the law, the evidence and the facts in the circumstances of each case.

Adjudication is a quasi-legal function and the role will require the successful candidate to become skilled in the areas of law that relate to the banking industry as well as the relevant regulations.

Whilst Case Assessors will primarily utilise investigative adjudication to get to the root of the complaints being brought to BBRS, the Scheme ultimately focuses on finding mutually agreeable resolutions. As such, there may be scope for informal mediation, formal mediation or settlement – the successful candidate must be able to identify these potential avenues.

The successful candidate will be a hardworking and driven legally trained professional. Whilst there is no firm requirement, preference will be given to candidates with experience in and/or knowledge of the banking sector. Similarly, candidates should be able to demonstrate they are familiar with the business challenges faced by small and medium sized enterprises.

## Essential Experience and Skills Required

- o Demonstrable experience of making difficult, evidence-based decisions on a fair and reasonable basis
- o Good general commercial experience (no sector specialism is necessary)
- o Law degree (or equivalent) is essential
- o Excellent written and grammatical skills with a high attention to detail and the ability to communicate clearly and concisely
- o Professional manner and the self-confidence to deal with people from a wide range of backgrounds
- o Mediation skills are desirable (although for the right candidate, CEDR can provide training)
- o Clearly independent - former bank employees are unlikely to be acceptable to SME customers.
- o Ability to prioritise and multi task under pressure to tight deadlines
- o Solid problem-solving skills, able to identify, risk assess, propose and apply solutions to issues in real time
- o Good team worker who supports colleagues across the organisation
- o Strong IT skills, including knowledge of Microsoft Office packages and the ability to learn new systems and processes as required

## About CEDR

The Centre for Effective Dispute Resolution (CEDR) specialises in mediation and alternative dispute resolution (ADR). We are an independent non-profit organisation and a registered charity.

Our aim is to provide society with skills and solutions for effective dialogue, and to bring about sustainable change.

To achieve this, we operate in four main ways:



Better conflicts, Better outcomes, Better world

- Promoting mediation through events, schemes and services.
- Providing dispute resolution for individuals, businesses, and other organisations.
- Training mediators – to date, we've trained over 5,000 mediators worldwide.
- Offering consultancy to organisations to help prevent and resolve conflict.

Whether you're an individual consumer, a business, or any other organisation, we're here to help you.

## Location

City of London, near to Blackfriars tube station, with significant remote working

## Salary

£45,000 per annum

## Hours

35 hours per week, 9:30am – 5:30pm with one hour for lunch.

However, CEDR are open to being flexible with the distribution of the 35 hours should this be needed.

## Benefits

CEDR offers a package of benefits including 28 days' holiday, season ticket loan, contributory pension, private medical and life insurance schemes.

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

## Application procedure

Interested applicants should write, including a full CV, 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)