



Vacancies: Case Officers – Complaints Redress Unit

Posted date:	Monday 16th January 2023
Closing date:	Friday 3rd February 2023
Interviews:	Early February
Start date:	Immediate start available
Post location:	London, United Kingdom – hybrid working
Conditions:	Minimum office attendance of 1 day per working week
Contracted hours:	Full-time - 35 hours per week, 9:00am to 5:00pm
Type of contract:	Fixed term of 12 months with option to extend
Salary:	£25,000 to £29,500 per annum plus 6% pension
Available positions:	Three

About CEDR

The Centre for Effective Dispute Resolution (CEDR) is an independent non-profit organisation and a registered charity that specialises in resolving disputes without the need for court action, otherwise known as alternative dispute resolution (ADR). Our aim is to provide skills and solutions to resolve disputes and reduce the impact of conflict on society.

To achieve this, we operate in four main ways:

- Providing dispute resolution for individuals, businesses, and other organisations.
- Training on mediation and advanced negotiation practice.
- Conducting consultancy with organisations to help prevent conflict.
- Conducting research and offering free training via the CEDR Foundation

About the role

This role is situated within our Complaints Redress Unit (CRU) which provides independent ADR for consumers and businesses when they cannot resolve a dispute between themselves.

Working in collaboration with a panel of trained adjudicators, mediators and arbitrators, our team provides assistance to thousands of consumers and businesses each year across a wide range of industries including aviation, communications, financial services, funeral services, gambling, retail, surveying, and utilities.

Responsibilities will include:

- Communicating with members of the public by telephone, email and post
- Providing guidance (but not advice) to the claim's teams at subscribing businesses on effectively managing their cases through the process



- Processing new applications for dispute resolution and assessing eligibility
- Progressing cases through the process in accordance with KPI's
- Providing support to CEDR's panel of ADR Officials

Key expertise required to be successful in the role

Planning, Organising & Delivering:

- Organises own time effectively
- Understands the importance of providing customer service to high standards at all times
- Takes responsibility to overcome obstacles to deliver for stakeholders
- Seeks opportunities to take the initiative
- Represents the organisation in a professional and positive manner

Communication, Relationships & Team Contribution:

- Confident and experienced call handler
- Ability to manage challenging conversations with members of the public
- Communicates with clarity and credibility
- Builds and maintains key relationships with internal and external stakeholders
- Contributes to effective teamwork through collaboration and mutual support

Customer Focus:

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

Key desirable skills and experience

- Previous experience working in a customer service role
- Previous experience doing administration
- Working in a contact centre environment (desirable)
- Motivated to provide a high level of customer service
- Working well with others as part of a team
- Creative and open to change and innovation

Key personal qualities

- A good communicator with strong verbal and written communication skills
- Motivated to provide a high level of customer service



- Working well with others as part of a team
- Creative and open to change and innovation

Benefits

- £25,000 to £29,500 subject to level of expertise
- 6% contributory pension
- 28 days holiday (annual leave)
- Private medical and life insurance schemes
- Birthday's off after one years' service
- Season ticket loan

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

Ready to apply?

Interested applicants should apply by email or post including a full CV, to:

Annamarie Savill
Head of People and Corporate Services
Centre for Effective Dispute Resolution
100 St Pauls Churchyard, London, EC4M 8BU

Email: recruitment@cedr.com