

**ciarb.**

**INVESTORS IN PEOPLE™**  
We invest in people Standard

# Recruitment pack



Ciarb is a charity incorporated by  
Royal Charter under number 803725

[www.ciarb.org](http://www.ciarb.org)



**Job Title:** Branch Finance and Administration Executive

**Reporting To:** Financial Controller

**Location:** London (Hybrid – 1 Day per week Office Based)

## ABOUT US

The Chartered Institute of Arbitrators (Ciarb) is a leading global professional membership organisation dedicated to promoting and facilitating the use of alternative dispute resolution (ADR) methods. Ciarb has a rich history spanning over a century and as a UK registered charity Ciarb works in the public interest through our global network of 44 branches to advance the understanding and practice of ADR worldwide.

We employ around 65 staff, with the majority based in the UK. As an employer we are committed to encouraging an open and diverse workplace; from day one, our employees can request flexible working and hybrid working is available for most roles. We actively support our employees' wellbeing through a range of benefits and flexible practices, including wellbeing days through our 'My free time' scheme. We invest in our people and offer a range of personal learning and development opportunities.

Our culture is based on trust and respect. We have a clear sense of purpose and direction and know we are strongest when we work together to deliver the best outcomes for members and Ciarb, and take pride in the impact and quality of our work. We recognise and value each other's contributions and celebrate our successes.



**We are  
Accountable**



**We are  
Inclusive**



**We are  
Innovative**



**We are  
Impactful**



**We are  
Collaborative**

## POSITION OVERVIEW

As a global membership body Ciarb needs to monitor worldwide financial performance. The Headquarters in London require an organised and financially literate individual to support the branch network with maintenance and submission of financial information, to critically assess this financial information and to monitor branch financial performance.

In addition to finance responsibilities there is a need to act as liaison between branches and HQ staff to organise submission and follow-up of other branch information and queries. The appointed individual will need to be proficient in IT and able to use tools such as MS Teams, SharePoint and other communication tools in order to organise and manage responsibilities.

## KEY RESPONSIBILITIES

- To ensure branch committee members feel supported by HQ and are able to receive timely and accurate responses to enquiries
- To ensure branches and HQ have regular 2-way communication and that branch committee members are able to access required knowledge and training to enable them to carry out their roles effectively
- To create processes and associated documents to allow the efficient flow of data that is both accurate and understandable for non-finance branch committee members
- To ensure branch financial and other returns are completed to a high standard and returned on time.
- To prepare summary reports for the Finance Director on branch performance.
- To act as a conduit between HQ and branches and ensure that queries are directed appropriately and dealt with and that information required by HQ is delivered with necessary timescales.

- To assess, query and verify branch information received and assist with completion where necessary.

## REQUIREMENTS

### Experience:

- Some knowledge of accounting standards and practices.
- Professional Accountancy qualification e.g. AAT, ACCA, CIMA (studying or part-qualified).
- Experience of working for a Chartered Institute, professional body, trade association, or membership organisation.
- Experience reviewing and interpreting financial information.
- Experience of dealing with confidential and sensitive material.
- Experience of holding professional discussions on financial performance with senior stakeholders.
- Knowledge or experience of ADR (Alternative Dispute Resolution).

### Skills:

- Strong customer focus both internal and external.
- Ability to organise with attention to detail.
- Excellent verbal and written communication skills.
- Ability to pass on clear information to others.
- Ability to take ownership and responsibility.
- Ability to prioritise tasks and meet deadlines.
- Ability to work on own initiative and resolve problems proactively.
- Able to remain calm under pressure and to easily adapt to change.
- IT skills in Microsoft Office software applications, particularly Word, Excel and Financial systems, preferably Access.

## WHATS IN IT FOR YOU?

Contract:	Permanent – Full Time
Salary:	£35,000 per annum
Annual leave:	25 days per annum plus UK bank holidays
Sick pay:	Enhanced company scheme subject to terms and conditions
Life assurance:	Company life assurance scheme (4 x annual salary)
Pension:	Generous Pension Scheme (from day 1 of joining)

Employee Contribution	Employer Contribution
2% (minimum)	8%
3%	9%
4%	10%
5% or more	11%

- Benefits:
- Paid time off between Christmas and New Year
  - My Free Time: we offer up to 12 additional wellbeing days a year
  - Employee Assistance Programme (EAP)
  - Private Healthcare: Vitality Health
  - Cycle-to-work scheme
  - Season Ticket Loan
  - Perkbox subscription (money-saving platform)
  - Gym & Fitness Savings Scheme
  - Learning and Development Opportunities
  - Social Events



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## FURTHER DETAILS

- Location: Ciarb Head Office: [12 Bloomsbury Square, London, WC1A 2LP](#)
- Closing date: Wednesday 24<sup>th</sup> April 2024 @ 23:59 (11:59 PM)
- How to apply: To ensure each candidate is fairly considered, we would like you to put together a covering letter to support your application no longer than 300 words. To apply for this role, please click [HERE](#).

## WORKING HOURS AND FLEXIBLE WORKING

Our full-time employees are contracted to work 35 hours per week. We offer a range of flexible working patterns where possible to assist with a work/life balance and welcome applications from people wishing to work on a part-time or job share basis. We also operate a flexitime scheme that allows you to alter your start and finish times and take hours back that you have accrued. We are happy to discuss flexible working from day one.



## EQUALITY AND DIVERSITY

Ciarb welcomes enquiries from everyone and values diversity in our workplace. A commitment to promoting diversity and developing a workplace environment where all staff are treated with dignity and respect is central to our recruitment process. We are committed to the employment and career development of disabled people. We encourage all applicants to complete our Equal Opportunities Monitoring form provided with all application packs, to support us in delivering upon our equality programme.

## DISABILITY CONFIDENT COMMITTED EMPLOYER

As a Disability Confident Committed Employer, we have committed to ensuring that our recruitment process is inclusive and accessible.



We will offer an interview to disabled people who meet the minimum criteria for the job and support any reasonable adjustments required. We also support existing staff who may have a disability or long-term health condition to enable them to stay in work.

If you tell us that you have a disability, we can make reasonable adjustments at interview and, if you join us, to where you work and to your work arrangements. We offer disabled applicants the option of requesting that their application is considered under the terms of our Guaranteed Interview Scheme (GIS). The minimum is 60% of the shortlisting score across all essential criteria, except when it has been exceptionally agreed that this percentage score be lowered.

If you wish to apply under the GIS, please contact us. If you do not wish to apply under the GIS but do require us to make reasonable adjustments at interview, then please let us know what those adjustments will be. A request under the Guaranteed Interview Scheme does not guarantee you a job. At interview, the best candidate will be offered the post.

## PROTECTING YOUR INFORMATION

We are responsible for deciding how we hold and use personal information about you. We comply with data protection law and principles and a copy of the privacy notice for job applicants can be found [here](#).