

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



Job description

Job Title: Volunteering Manager

Date: August 2023

Reporting to: Director of Membership

No. of direct reports: 0

Location: London – hybrid working with 1 day in the office per week

Overview

About Ciarb

The Chartered Institute of Arbitrators (Ciarb) is a charitable professional body, with committed to supporting the effective resolution of disputes through alternative dispute resolution (ADR). From local disagreements to international disputes, we champion all aspects of constructive resolution across mediation, adjudication and arbitration, raising the profile of ADR across the world and empowering best practice by setting standards and providing qualifications in dispute resolution.

Our 18,000 members are mainly, but not exclusively, lawyers and built environment professionals by background who are either: seeking to gain qualifications and develop a second (or third) career in dispute resolution; or are experienced arbitrators, adjudicators and mediators, resolving and settling disputes between parties. Our members live and/or work in over 150 countries.

We see a world where everyone, everywhere understands the value of constructive dispute resolution. Where people, regardless of their economic or social background, can access justice that's fair and effective. Enabling people to move forward together. Ensuring society prospers.

Our strategic aims are to:

- Promote the constructive resolution of disputes, globally;
- Be a global, inclusive thought leader; and
- Develop and support an inclusive, global community of dispute resolvers.

We provide members with:

- Guidance about their ADR career journey;
- Training to qualify as a dispute resolver and for continuing professional development;
- Opportunities to connect and network, with each other and the dispute resolution sector more broadly; and
- Resources and opportunities that enable them to fulfil their career goals in dispute resolution.

In terms of our values, we are:

- Accountable
- Innovative
- Inclusive

- Collaborative
- Impactful

About our volunteers

Ciarb relies on over 600 members who commonly contribute 20-40 hours a month of their time (sometimes much more) without payment – in addition to paying membership fees and on in addition to their busy professional lives – to deliver against our strategic aims. These member-volunteers are critical to Ciarb's success as a business and a community – without them we cannot deliver the value and support we aim to provide to members.

The most time-intensive volunteer roles include: being a trustee; participating in a number of committees and working groups run by HQ; and running one of our 40+ branches. The branch network is our mechanism for delivering Ciarb's member offer around the world. Branches deliver our qualification training courses, run webinars and face-to-face events to engage with members on the ground. Much of this activity is provided on a voluntary basis. Less time-consuming volunteer roles or activities involve writing articles and other content for Ciarb, presenting and moderating webinars run by head-quarters in London and developing information resources for members.

Member-volunteers bring specific subject-matter experience and knowledge that staff very largely do not have, and that the organisation cannot operate without, as well as passion and dynamism. They diversify the thinking, skills and experiences that make up Ciarb services and connect that activity to the dispute resolution world outside London headquarters. Crucially, this type of volunteering differs from the more typical volunteer roles in the UK charity sector in that our volunteers are also fee-paying members – Ciarb customers – and, very often, are some of our most important ambassadors.

Job Overview:

This is an exciting opportunity for someone with volunteer management experience to broaden their skill-set and experience; and use their talent and initiative to create and steer new member-volunteer programme and own the achievements that follow. We are looking for a proactive, inspiring and creative individual who can tailor what they know about supporting, developing, recruiting and recognising volunteers to a professional body context; and is willing to develop and hone superb customer service and relationship management skills in supporting, along with colleagues, our most committed and dedicated expert volunteers.

Ciarb's approach to volunteering has evolved organically. We have created this new role to help us embed a more strategic approach to harnessing and leveraging the talent of our volunteers in order to fulfil our strategic aims. The post holder will be responsible for leading the implementation of our new volunteer strategy, working collaboratively with departments to embed best practice and helping staff deliver consistently positive experiences for member-volunteers.

Supported by the directorate team, the volunteering manager will act as the first point of reference on volunteering process and policy within the staff group and also for volunteers who may need or want help in navigating their way around Ciarb's structure, policies and resources.

Key Responsibilities:

Specific to the job

- Implement the organisation's volunteer strategy, and collaboratively, support a high-performance culture.
- Develop effective working relationships with department leads in order to embed volunteering involvement across the organisation.
- Deliver training to staff, ensuring they are fully supported and have the tools to induct, support and manage volunteering consistently across the organisation.
- Ensure fair practice is followed to minimise the risk of complaints and manage concerns.
- Develop, administer and review policies and procedures relating to volunteers and which reflect the overall values of the organisation.
- Lead on the development of volunteer engagement activities.
- Work with the Marketing and Engagement Team to develop the volunteering programme's brand and enhance the use of channels to raise awareness of volunteering (opportunities and what member volunteers do for the wider membership).
- Keep up to date with legislation relating to volunteering.
- Lead on developing and delivering high-quality member-volunteer recruitment and selection processes and promoting volunteering opportunities.

Leadership and strategy

- Contribute to organisational strategic and operational planning processes.
- Provide leadership that inspires members to volunteer and supports our teams to excel.
- Chair any volunteer-specific groups and provide guidance, support and direction for volunteers and staff.
- Take responsibility for own professional development.
- Demonstrate behaviours that promote Ciarb's values.

Working with members and service delivery

- Devise and deliver effective training programmes to support best-practice volunteer management.
- Ensure that relationships and contact with volunteers are characterised by the principles of good customer care.
- Conduct, or participate in, timely induction and progress meetings with new volunteers and feed back to managers.
- Promote volunteer retention and engagement by developing and delivering appropriate member-volunteer events and activities.
- Handle any complaints received in line with Ciarb's complaints process.

Developing and maintaining systems and procedures

- Ensure that data relevant to the area of responsibility and activity is appropriately recorded and stored on the CRM.
- Use the suite of MS Office products effectively to keep records current, complete and accurate.
- Keep abreast of practices and developments that support effective volunteer management.
- Work with all teams to ensure volunteer hours are recorded accurately; develop and manage regular KPI reporting processes.

People management and development

- Recruit and retain high-calibre volunteers across the organisation to provide the departments with additional support as required.
- Provide advice and support to volunteers in line with volunteer management guidelines
- Recognise and value the contribution of volunteers.
- Devise and lead the volunteer recognition programme.

Team working and collaboration

- Contribute professional knowledge and expertise to teams and department development, service delivery, monitoring and evaluation.
- Champion business improvement and people development initiatives.
- Act as a source of knowledge on volunteering matters and provide timely advice in line with policies and procedures.
- Collaborate effectively with colleagues across the organisation in order to deliver to deadlines and meet objectives.
- Proactively participate in department, all-staff and other meetings.

Requirements:

Essential:

- Educated to degree level of equivalent

Experience of:

- Working in a volunteer management capacity and delivering against volunteer programme goals and key performance indicators.
- Collaborative working.
- Budget management.
- Developing volunteer policies and strategy.
- Working flexibly to support different team's deliverables.

Skills and attributes:

- Strong interpersonal skills with the ability to interact and develop effective relationships with a wide range of roles and levels of seniority.
- Fully IT literate using the MS Office package, with a strong understanding of working with a customer relationship management system (CRM) and using databases to interrogate, interpret and communicate data.
- Able to inspire and motivate staff teams and volunteers.
- Knowledge of working to performance indicators, including monitoring and reporting on outcomes, analysing performance information and identifying corrective action.
- Excellent verbal and written communication skills in English; clear communicator.
- Cultural awareness and sensitivity.

- Persuasive and enthusiastic influencer who engages the commitment of others and stimulates others into action.
- Firm, goal-oriented, yet motivational leadership style.
- Poised and outgoing – building rapport and developing relationships with others.
- Multi-tasker with a sense of urgency for goal achievement and excellent organisation and planning skills.
- Ability to learn quickly and thoroughly, and to adapt to change.

- Idea generator – innovative and creative problem solver.
- Practical and results focused.
- Big picture thinker

Desirable:

- Experience of adapting to and managing organisation change.
- Experience of professional/membership bodies (either working in or with).
- Prior knowledge and understanding of arbitration and/or adjudication and/or mediation.
- Fluency in a language other than English.
- Experience of working in a global organisation.

Summary terms and conditions

Contract:	Permanent
Salary:	Range of £45,000 - £49,000 per annum
Annual leave:	25 days' holidays per annum plus UK bank holidays
Pension:	Generous Pension Scheme (from day 1 of joining)
Healthcare:	Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme (4 x annual salary).

Other Benefits:

- Season ticket loan
- Cycle to work scheme
- PerkBox (employee money saving platform)
- Gym/Fitness scheme
- Flexible working hours – core hours
- EAP (Employee Assistance Program)
- Wellness and Social incentives e.g. Christmas party, summer party, International day, Charity events
- Financial Wellbeing seminars and access to e-portal
- Learning and Development opportunities
- Enhanced Family policies

Location: CIARB Head Office, 12 Bloomsbury Square, London, WC1A 2LP

Notes: We are keen to encourage applicants from all identities and walks of life.

How to apply: To apply for this role, please click on [APPLY HERE](#). You will also need to submit a covering letter no more than 1200 words (one A4 page.) You can find covering letter guidance within the Job Advertisement on our careers page.

Closing date: **Thursday 21stth September 2023 at 23:59 (11:59pm.)**

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 flextime 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).

To be invited to interview or assessment under this scheme, you must show in your supporting statements that you meet the minimum criteria for the role. 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](#).