



Job description

Company:	Centre for Effective Dispute Resolution
Department:	Business Banking Resolution Service
Job Title:	Head of Services (BBRS)
Reporting to:	Director of Dispute Resolution Services
Working hours:	37 hours a week
Employment status:	Candidates seeking a full time, part time or interim role will be considered
Start date:	September/October 2020
Salary:	£60K to £70K subject to experience
Location:	London office based combined with significant remote working
Closing date:	28th August 2020

About the role

Centre for Effective Dispute Resolution (CEDR) is looking for an experienced operations professional to perform the role as the operational head of a new service which we are to deliver for the Business Banking Resolution Service (BBRS).

The BBRS (www.thebbbs.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 independently reviewed.

CEDR has been appointed by the BBRS to provide its expertise in operating dispute resolution services in the form of providing professional mediators and case assessors to work on cases submitted to the BBRS along with all the necessary support roles and IT infrastructure.

The Head of Service will be responsible for ensuring the smooth operation of all the services CEDR will be providing to BBRS. They will work closely with a counterpart at the BBRS and report to CEDR's Director of Dispute Resolution Services.

Person specification

To be considered for this role, you will need to offer extensive experience at senior management level within a multi-channel customer services environment, including a track record of implementing service improvement initiatives.

With regards to personal traits and attributes, you will be a highly visible leader, charismatic with motivational qualities, always remaining calm and measured when operating under pressure. You will also have the experience and credibility required to deal with senior client contacts and regulators.

Responsibilities

Operational

- Ultimate responsibility for the delivery of high-quality dispute resolution services to our subscribing organisations, the BBRs
- Ability to apply analytical rigour and challenge to operational MI and stakeholder feedback
- Ability to audit and monitor quality of provision and contribute to maximising commercial performance through managing and controlling costs and ensuring efficiencies
- Ensuring compliance with all contractual and regulatory SLA's and KPI's and acting as the key point of escalation
- Maintaining superior knowledge of the end to end BBRs service
- Ensuring sufficient customer service agent, Customer Champion, Case Assessor and support roles are available to service the needs of the BBRs service, and maintain short- and medium-term plans accordingly
- Oversee rolling improvement and change programmes focused on efficiency and customer satisfaction
- Manage customer complaints process ensuring all complaints are thoroughly investigated in compliance with BBRs requirements and any lessons learned are implemented
- Where required act as contract lead with all relevant ICT suppliers ensuring vendors provide high quality and value for money services

Clients & regulatory

- Serve as senior point of contact for subscribing companies, including regular face-to-face meetings as required
- Lead on a regular basis, the analysis of Management Information of dispute activity, including delivery of reports providing insight and guidance
- Represent CEDR and conduct presentations to stakeholders
- Act as first point of contact and engagement for potential new subscribing companies; and lead all 'on-boarding' of new subscribers

Team management

- Provide inspirational leadership across the department, helping to ensure a motivated and committed workforce of staff ranging from trainee call handlers to senior case assessors
- Devise, implement and coordinate delivery of training programs for line managers and frontline staff focused on increasing capabilities and maintaining excellent customer services standards
- Deliver an efficient training and mentoring program for Customer Champions and Case Assessors
- Mentor line managers and provide leadership

Business management

- Develop and implement yearly business plan, including budget and resource projections, and business development strategy.
- Prepare and present monthly reports on business performance to the senior executive team
- Collaborate with colleagues on the preparation and presentation of tender proposals

Required skills and experience

- At least 10 years' experience working in Dispute Resolution or similar field.
- Previous experience in running teams of 25 or more
- A minimum of 5 years' management and operations experience including change management
- Project management skills and ability to ensure deadlines are met without supervision
- Experience with use of case management systems
- Great attention to detail, with impeccable verbal and written English skills
- A legally qualification, training as a mediator and or experience of working as an adjudicator or arbitrator in the consumer field would be advantageous.



Better conflicts, Better outcomes, Better world

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:

- 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.

Application procedure

Interested applicants should write, including a full CV, to:

Annamarie Savill
Head of People and Corporate Services
Centre for Effective Dispute Resolution
70 Fleet Street
London
EC4Y 1EU
Email: recruitment@cedr.com

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