



Lambeth **Mediation** Service

Job title:	Mediator Administrator
Line Manager:	Consultant CEO (or equivalent)
Hours:	Equivalent of 3 days (21 hrs per week), flexitime
Salary:	£25-28,000 (pro rata)
Location:	Lambeth Mediation Services, 25A Wincott Street, Kennington SE11 4NT

About Lambeth Mediation Service (LMS):

Lambeth Mediation Services (LMS) has been helping to resolve disputes in the community for over 35 years. It is an independent charity which provides an impartial, professional mediation service to a range of clients predominantly in Lambeth but also in neighbouring boroughs. It welcomes the opportunity to work in partnership with other organisations on a commercial and voluntary basis and is independent of any other organisation such as Lambeth Council, Housing Association or the police and is part of the London Community Mediation Council (LCMC).

LMS is made up of a team of staff and experienced mediators who reflect the diversity of the local area. All its mediators are fully qualified, insured and participate in regular CPD training and have extensive experience of delivering training, mediation, and restorative justice. Over the years, LMS has helped to resolve hundreds of disputes. Cases have included for example, noise, harassment, littering, pets, boundaries, parking, anti-social behaviour, and low-level crime.

Summary of post:

The Mediator Administrator is responsible for welcoming visitors and residents to LMS by supporting the team with core administrative tasks. The administrator will also be required to participate in mediations from time to time. The post holder will on occasion be required to work evenings and weekends.

Main duties and responsibilities:

- a) Ensuring LMS is a professional and welcoming place for all by ensuring that all visitors receive a warm welcome and notify relevant staff and volunteers of their arrival.
- b) Indicating the location of meeting rooms for mediations, meetings and training and ensuring that rooms are appropriately booked, opened, and prepared beforehand including audio-visual equipment.
- c) Collaborating with St. Luke's staff and ensuring they are informed about LMS needs and any rooms are booked in advance.
- d) Issuing and recovering of keys as necessary for LMS users of the building and ensuring any fobs are returned to St. Luke's reception and keys to LMS.
- e) Dealing appropriately with individuals seeking assistance or those enquiring about our services. This will require the ability to mediate and know the right questions to ask.

- f) From time-to-time participate in mediations and provide drop-in sessions for Lambeth residents.

Offering a high-quality service to all telephone, email, or verbal enquiries

- Logging messages and enquiries, ensuring that they are passed on appropriately.
- Receiving the post and other deliveries and passing them to the appropriate person.
- Dealing with outgoing post and parcels, including taking them to the local post office if required.

Providing efficient administrative support to the LMS team

- Taking minutes for meetings.
- Assisting with photocopying and preparation of papers for mediations, training, committee meetings, AGM, and other events.
- Data inputting and retrieval of relevant information from LMS's database and SharePoint.
- Ordering office and refreshment supplies.
- Promoting events and courses using email, group texts, submissions to local newsletters, media etc.

Other Duties

- To adhere to LMS's Equal Opportunities, Safeguarding and Health and Safety Policy in all aspects of the work.
- To work collaboratively with other LMS staff and volunteers.
- To adhere to LMS's Code of Conduct.
- Attending supervision (as necessary) and participating in internal and external training.

To undertake other such duties, consistent with the role as may be reasonably required, including occasional evening or weekend work.

This role is subject to **DBS** checks and satisfactory **references being taken**.

PERSON SPECIFICATION:

We are seeking a Mediator-Administrator who can demonstrate and apply the following competencies. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies.

Client focus	Communication
Organisation and planning	Teamwork
Proactivity and initiative	Administration and IT

Please use the **Job Application form** to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point in order.

The following criteria is considered as essential:

1. Skills

- 1.1. Ability to administer and organise work methodically and accurately.
- 1.2. Proficient with IT.
- 1.3. Effective communication and interpersonal skills to deal with the range of stakeholders who phone or come in person to LMS.
- 1.4. Ability to deal sensitively with a wide range of people seeking help or assistance.
- 1.5. Ability to multi-task effectively and have a pragmatic approach to problem solving.

2. Knowledge and personal qualities

- 2.1. Willingness to work flexibly and responsively to the needs of the organisation.
- 2.2. To be a team-player and work positively with colleagues across LMS, including volunteers and employees.
- 2.3. A strong commitment to all LMS's values.
- 2.4. To work positively as part of the staff and volunteer team.
- 2.5. To be self-motivated and able to use own initiative.

The following would be desirable:

3. Experience and knowledge

- 3.1. Qualified mediator and/or experience in mediation or restorative justice.
- 3.2. Experience of working within the not for profit/third sector.
- 3.3. Experience of working in a community setting.
- 3.4. Understanding of issues surrounding homelessness, mental health poverty, and trauma.

How to apply: Complete the attached application form and send with a copy of your CV to admin@lambethmediation.org.uk.

Please entitle your e-mail: Mediation Administrator Application 2024.

Closing date: 6 June 2024

Interviews: 13 June 2024

For information please contact: admin@lambethmediation.org.uk

www.lambethmediation.org.uk