

prime resolution

Mediation Administrator

Job Description and Person Specification

07/03/2024

Mediation Administrator

Part time / job share (25 hours per week Monday – Friday)

Remote and office based (Telford)

Permanent subject to probation period of 6 months

£11-13 p/hr

Job Description

The post holder will work as part of a small team supporting the provision of Mediation services. The role involves frequent direct contact with clients throughout the Mediation process.

This role reports to the Business Development Manager.

General duties

- To be the first point of contact for all enquiries and referrals, answering initial telephone calls and online enquiries. Delivering a positive client experience from the start.
- Create cases and input data into the CRM system.
- Provide comprehensive administrative support, including drafting letters and documents.
- Assisting in training of new colleagues as appropriate

Family Admin

- Provide information on the mediation process to initial enquiries.
- Coordinate and schedule mediation appointments.
- Assist with assessing clients for legal aid eligibility, requesting evidence and sending to mediator / business manager for final approval, notifying client of outcome.
- Enter client assessment data into the CRM system.
- Manage documentation uploads to the CRM.
- Complete mediation voucher scheme application.
- Schedule and coordinate Zoom meetings.
- Send timely client reminders.
- Disseminate relevant information throughout the Mediation process as per contractual obligations.
- Maintain close communication with the Family Case Manager.
- Prepare for potential audits by the Legal Aid Agency.

SEND Admin

- Take initial phone enquiries and respond promptly (same day) to initial enquiries and provide verbal and written information.
- Create case and enter client details on CRM.
- Send client reminders.
- Send relevant client information at each stage of the process.

Finance

- Send invoices to private family clients and monitor for payment.
- Send outstanding payment reminders to clients and other agencies.

Training

- Take initial training enquiries.
- Support training administration, including booking, invoicing, and venue coordination.
- Distribute relevant training materials to participants.

Person Specification

Qualifications

- Minimum of GCSE (or equivalent) in Maths and English.

Knowledge

- Proficiency in administrative tasks.
- Competent use of IT.
- An understanding of the Mediation process and its principles.

Skills

- Flexible approach to meet the evolving role demands.
- Strong organizational and time management skills.
- Excellent communication skills both verbal and written.
- Able to work independently and manage own workload, completing preplanned and delegated tasks.
- Work collaboratively as part of the team.

- Demonstrate skills of empathy and compassion.

Experience

- Previous administrative experience.
- Experience of working in a role requiring direct communication with clients.

Travel

- Primarily home-based role with travel to the Telford office and occasionally other locations as necessary.