

Ashford Mediation Service Part-Time Office Administrator Job Description

Ashford Mediation Service is a voluntary organisation providing free mediation to any resident in the borough of Ashford who is involved in a dispute or conflict.

We are looking for an experienced administrator to cover the following:

- Dealing with phone, email, and website enquiries from the public in relation to the services we provide.
- Identifying the needs of the client and referring to volunteer mediators or another appropriate service.
- Setting up cases for mediation, monitoring and supporting mediators throughout the case.
- Using Salesforce computer monitoring system to monitor financial and case activity and prepare reports.
- Providing information and supporting our Trustees in their respective roles.



Hours: 20 hours per week, flexible hours during the working day.

Salary: £15.00 - £18.00 per hour depending on experience.

The role requires someone with proven office organisation skills, savvy with IT, the ability to communicate effectively with a range of clients from a diverse demographic, the ability to use their initiative and be proactive, is crucial.

Knowledge of mediation, or a background in conflict resolution in other professions or negotiation, would be useful.

The post holder will report to the Service Development Director. This is a flexible role requiring both home and office working.

Please contact jon@ashfordmediationservice.co.uk for further information.

To apply, please send your application letter and CV to recruitment@ashfordmediation.co.uk