



## **Ashford Mediation Service Part-time Case Coordinator**

Ashford Mediation Service (AMS) a charity, established in 1997, provides free community mediation services to families, neighbours, and communities across Ashford Borough, Folkestone, and Hythe.

With recent funding from National Lottery Awards for All, we can offer this new role as part of our phased development plan. Please note, whilst we are hoping to extend this post for a further three years beyond this initial year, at the moment, the post is for one year only.

We are looking for someone who can work flexibly from home and at our hot-desk office spaces in Ashford and Canterbury, Kent.

The hours are 16/week, and the hourly rate is £15/hour. Due to the need to stay on top of the communication with clients, we would want the core hours to be worked over at least four days, preferably in the mornings, for example Monday-Thursday, 9.30am to 1.30pm.

The purpose of the Case Coordination role is to do three main things:

1. Be the empathetic, professional central customer contact point for all enquiries into both AMS and Kent Mediation Service (run by University of Kent Law School).
2. To rigorously manage the entire customer journey, into and throughout the Service, using the new, bespoke case management system, Mediator Desk, capturing data and collecting impact measurement for reporting and continuity purposes.
3. Using excellent communication skills, both verbal and written to follow-up on all enquiries and referrals into the Service to increase the conversion into Mediation Cases.

To request a Job Description and or to arrange a time to have an informal chat about the role, please contact Melodie Webster, Operations Director, on:

[info@ashfordmediation.co.uk](mailto:info@ashfordmediation.co.uk)

**To apply, please send us an UpToDate CV and a covering letter.**

The closing date for the vacancy is the 30<sup>th</sup> of September 2026, with interviews taking place, in person in October 2026.