



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Workplace Mediator, Mediation Service



**Commitment: 70 hours a year (5% workload)**

**Reference: CSEQU1017**

**Closing date: 18 December 2022**

**\*\*INTERNAL to University of Leeds Employees Only\*\***

## Overview of the Role

### Mediation Service, Equality & Inclusion Unit

**Do you have the personal skills to provide confidential support to those who are experiencing working relationship problems? Can you help colleagues to find their own solutions to their issues?**

As a workplace mediator, you will work confidentially as part of the mediation service to support staff members to resolve workplace relationship issues – enabling them and their colleagues to develop their own solutions to challenges they face.

Trained by one of the UK's leading Mediation Training providers, leading to nationally accredited mediation status, you will be supported in your role through regular supervision sessions with the entire mediation team. You will develop a range of skills in managing interpersonal relationships and conflict resolution that will benefit you and your colleagues in your work outside the mediation service.

University mediators are unpaid roles and requires a commitment to workload remission of 5% to enable fulfilment of the training, supervision and time to support mediation cases. You will need the support of your line manager to progress your application.

Find out more about the [University of Leeds Mediation Service](#) and the two-mediator model.

## Main duties and responsibilities

As a University Mediator, you will:

- Act as an impartial third party to help University staff members improve their working relationships with colleagues;
- Work towards rebuilding working relationships and help people explore solutions to suit all parties involved;
- Facilitate discussions between two opposing parties in dispute. Guide and help the parties to identify the key issues and find a mutually agreeable way to move forward;
- Remain impartial in areas of dispute, not take sides and facilitate solutions;



- Help the parties to analyse the problem and decide what they wish to achieve;
- Support both parties to see the others point of view, determine the ideal outcome for each party and suggest workable ways to reach a mutual agreement;
- Successfully complete mediation training in order to gain the Level 4 Interpersonal Mediation Practitioner's Certificate (IMPC);
- Participate in externally facilitated mediation supervision and debriefing sessions;
- Complete associated administrative work such as reporting to the Mediation Coordinator for case sign off;
- Use appropriate methods to aid reflection on cases at supervision sessions;
- Comply with the wider set of University policies, such as [Dignity and Mutual Respect Policy](#), [IT use policies](#) and [data protection](#), in the running of the mediation provision;
- Raise and escalate any required matters with the Mediation Service Coordinator or Mediation Service Lead in a timely manner;
- Protect the University's good reputation on mediation provision internally and externally.

These duties provide a framework for the role and should not be regarded as a definitive list – they will change and develop over time.

## Qualifications and skills

### Essential

- Demonstrable verbal and listening skills;
- Empathy, patience and emotional intuition;
- Commitment to maintain confidentiality and an ability to exercise discretion at all times;
- The ability to encourage open and honest conversations and quickly develop a rapport with parties;
- Demonstrate an impartial, neutral and a non-judgemental, objective approach to the role at all times;
- Excellent analytical, problem solving and conflict resolution skills;
- An ability to demonstrate tact and sensitivity in challenging circumstances, whilst remaining calm;
- Ability to display emotional resilience;



- A commitment to the principles underlying the [University's 'Equity and Inclusion Strategy'](#) and an understanding of prejudice.

#### Desirable

- Experience of successful conflict resolution;
- Ability or experience of facilitating and leading informal discussion groups.

## Time Commitments

Working as a mediator requires a high degree of objectivity, and can be personally demanding. It is important, therefore, that prospective Mediators are not currently involved in significant interpersonal disputes of their own.

Mediators should be supported by their managers to be released for the necessary time allocation for the role, without funding for backfill. Mediation sessions take place during working hours and it is a condition of appointment that the time commitment is agreed with your manager in advance.

**Training for new mediators requires attendance at an on campus course over five working days, which will be delivered in a single cohort Monday 20th – Friday 24th Feb 2023.**

Full time staff are expected to allocate FTE 5% (70 hours) on an annual basis to support the Mediation service. This includes supporting up to three full day mediation cases per year, attending monthly mediation service meetings and quarterly supervision sessions with an external provider.

## Contact information

Come along to a **'Find out more' session** to speak to our trained mediators about what the role entails and understand more about the University's mediation service. Contact [mediation@leeds.ac.uk](mailto:mediation@leeds.ac.uk) for details of the dates and times of the 'Find out more' sessions.

**To explore the post further or for any queries you may have, please contact:**

**Laura York, Mediation Coordinator**

**Email: [mediation@leeds.ac.uk](mailto:mediation@leeds.ac.uk)**



## Additional information

### Information for disabled candidates

Information for disabled candidates, or candidates with impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [hr@leeds.ac.uk](mailto:hr@leeds.ac.uk)

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

