

Internal Mediator Role Profile

A mediator is expected to work as part of a team, responding to requests for mediation within the University.

When allocated a case, the key roles of a mediator are to:

- meet with parties (with another mediator) in 1-1 sessions in order to identify issues, interests and needs
- build a relationship of trust and rapport
- encourage both/all parties to meet together in a joint meeting to resolve their conflict and rebuild relationships.

During joint meetings with the parties you would be expected to:

- create and manage a constructive environment for dialogue to take place
- ensure that everyone has equal opportunities to communicate
- facilitate the conversation to create maximum opportunities for parties to build understanding, and re build trust
- help people make their own decisions
- remain neutral by avoiding offering suggestions and solutions, or judging parties.

In order to manage your work effectively, mediators would be expected to:

- receive requests for mediation and manage contact with parties speedily and professionally
- assess the feasibility of continuing to mediate
- decide and advise on the best way to continue mediating; or other action
- arrange a date for a joint mediation if required
- liaise with the organisation to find suitable venues for meetings

For ongoing development all mediators are expected to:

- be committed to maintaining a high standard of professional mediation practice
- receiving ongoing support and training
- work as part of team

Mediator Person Specification

You will receive training to help you develop your skills and perform your role as a mediator. You may well be a suitable candidate if you are:

- a good listener: prepared to be patient, attentive and understanding of others
- able to be non-judgmental: not getting drawn in; offering your opinion or criticising even when you might have thought or behaved differently from the parties
- open-minded: able to respond constructively to a wide variety of people, of ideas and different ways of thinking
- capable of staying calm: responding positively and fairly to difficult behaviour, staying focused and unfazed, thinking creatively under pressure
- positive under pressure: able to manage other people's upset, frustration and aggression in a constructive way
- good at getting the best out of other people: a good communicator, able to encourage, prompt and be persistent when necessary
- aware of issues associated with diversity and equality: having and showing understanding of prejudice and discrimination, harassment and bullying
- able to maintain confidentiality: being prepared to work without disclosing details of cases, issues or behaviour before, during or after contact with clients, and able to resist pressure for inappropriate disclosure from individuals or groups within your organisation
- professional: able to work in an organised way, keeping potential users of the service informed, and managing the small amount of administration which will be required
- trust: able to build trust by involving others in deciding what needs to be done.