

Role Description

Role title:	Mediator (Voluntary)
Number of positions:	2
Coordination:	The Equality and Diversity Team

The University's Mediation Service is open to both staff and students who are finding it difficult to resolve a disagreement or conflict. Mediation offers a safe environment where people can talk through any issues or concerns they have with trained mediator. Mediators work in pairs to help participants explore their issues with a view to bringing those in conflict together to facilitate a joint meeting where participants can identify and agree a way forward.

The Service is coordinated by the Equality and Diversity Team. Requests are screened by the coordinator and where appropriate cases are passed to mediators. An appointment based system is in place and mediators are required to cover at least 6 mediations each year and attend 2 personal development sessions, equating to on average 4 hours per month.

All those appointed will be required to undertake initial training that will lead to an accredited qualification.

Main duties and responsibilities:

Working with another mediator you will co-facilitate the mediation process, meeting with both participants individually in the first instance and then jointly if appropriate.

You will facilitate a discussion between both participants exploring any issues they have, helping them to reach an agreed way forward for the future.

A draft of this agreement will be completed by the mediators and sent to both participants for confirmation.

Once an agreement has been confirmed you will inform the Mediation co-ordinator and set a review date to follow up with the participants, usually within 3 months.

[More information on the mediation process is available on the Equality and Diversity Staffnet pages.](#)

Take part in peer supervision taking time to reflect on each mediation session undertaken with your co-mediator identifying personal strengths and weaknesses.

To participate in at least 2 personal development sessions, sharing good practice, updates on policy, raising issues and providing support.

Person specification

Essential

Able to commit to 6 mediations each year and attend 2 personal development sessions, equating to on average 4 hours per month, agreement from an applicant's line manager will be required.

Able to demonstrate an understanding of the potential interpersonal conflicts that may arise from a student's perspective

Effective communication skills including verbal, listening and written

Able to gain trust and respect to build rapport with participants

Able to act in an impartial and non-judgmental way

Able to maintain confidentiality

An ability to deal with a diverse range of individuals

Desirable

Experience of working with students in a past or present role

Knowledge of the University's Dignity at Work and Study Policy, Grievance Policy and the Students Complaints Process

An awareness of the support services that are available to staff and students within the University and knowledge of how to access them