

## Role Description

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|---------------------------------|--|
| <b>Role title:</b>              | <b>Mediator (Voluntary and unpaid)</b> |
| <b>Number of positions:</b>     | <b>9</b>                               |
| <b>Coordination of network:</b> | <b>The Equality and Diversity Team</b> |

It is the University's intention to use mediation to help resolve all its disputes under the Grievance Procedure for Staff and the Student Complaints Procedure. All individuals appointed to the role will be required to attend initial training (leading to qualification) and be available to attend a Mediators Network meeting 3 times a year. The role is a 3 year appointment which will be reconfirmed after review. A commitment of on average 2-3 hours per month is required for the role.

### **Main duties and responsibilities:**

1. To facilitate negotiation and settlement between disputing parties by providing direction and encouragement, working collaboratively with the parties and finding creative ways to reach a mutual solution.
2. To help parties who have a dispute move beyond initial positions by surfacing hidden interests, needs and constraints.
3. To help parties improve communication and assist parties to understand interests and priorities in order for them to generate creative solutions.
4. To help others discover and agree on mutually acceptable standards plus explore and assess alternative agreements.
5. To complete and forward monitoring data to the Equality and Diversity Team.
6. To participate in regular updates on policy and legislative issues around harassment and equality issues, meetings to share good practice, raise issues and provide mutual support.

## **Person specification**

### **Essential:**

- Able to adopt a flexible approach and respond creatively to problem solving
- Effective verbal and listening communication skills
- Able to gain trust and respect
- Able to act impartially in a non-judgmental way
- Experience of dealing with a diverse range of individuals at all levels
- Able to maintain confidentiality

### **Desirable:**

- Knowledge/experience of conflict resolution
- Knowledge of the relevant University of Manchester policies and procedures
- Knowledge/experience of a range of harassment/equality issues

### **Please note:**

**Interviews will take place between w/c 12<sup>th</sup> and 23<sup>rd</sup> October.**

**4 day compulsory training course leading to qualification will take place on 4<sup>th</sup>, 5<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> November.**