

# Role Profile

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

*The core tasks are to:*

Meet with parties 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 session to resolve their conflict and rebuild relationships

*During the joint meeting you would be expected to:*

Create and manage a constructive environment

Ensure that everyone has equal opportunities to communicate

Facilitate the conversation to create maximum opportunities for parties to build understanding and rebuild 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:*

* Respond to requests for mediation and availability speedily and professionally
* Assess the feasibility of continuing to mediate
* Decide and advise on the best way to continue mediating or other action
* Liaise with colleagues in the ER team regarding any concerns
* Complete feedback forms in a timely and efficient manner

*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 a 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, to 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 peoples’ 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 the University

Professional: able to work in an organised way, keeping potential users of the mediation 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.