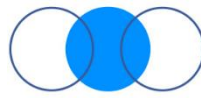




Code	DKR.001
Title	Documented Key Roles and Decision Making Responsibility Structure
Status	Active
Prepared by	Stuart Hanson
Approved by	Andrew Buckingham
Date Approved	10.11.17
Revision Number	Version 1.0
Date last amended	01.11.17
Date of next review	01.11.19
Contact Officer	Stuart Hanson
Distribution Status	Controlled

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Job Description, CEO

Title: CEO

Location: Leeds, Skipton and satellite venues

Salary: As agreed by the directors

Contract Type: Permanent

Accountable to: Directors

Liaises with: Clients, mediators, directors, external organisations and staff

Objectives:

- To manage mediation cases of clients.
- Direct staff in their responsibilities.
- Maintain relationships with business contacts.
- Ensure the company is meeting any required standards and regulations.
- Give presentations for other organisations.

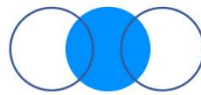
Accountabilities:

Ultimately the job of the CEO is to manage all the affairs of the company either personally or through delegation. This is a senior role which includes the following activities:

- Provide mediation to clients and information to potential clients
- Manage any legal issues that relate to the company
- Address any concerns that mediators have in relation to the company
- Make sure that all staff members are performing their role adequately
- Give lectures/training to groups and organisations as a service of the company
- Attend functions and meetings with company contacts to maintain good relations
- Finding new ways to increase the company's revenue
- Promoting the company to business contacts and generally directing more work towards the company

Dress standards: When working in the office or attending meetings on behalf of the company it is important to dress formally. This is interpreted as being for a man a jacket, shirt, formal shoes (no blue jeans).

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Job Description, Family Mediator

Title: Family Mediator

Location: Leeds and satellite venues

Salary: As agreed with by the CEO

Contract Type: Freelance – hourly paid

Accountable to: CEO

Liaises with: Clients, external organisations and staff

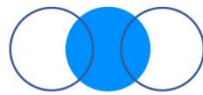
Objectives:

- To manage mediation cases of clients.
- To ensure effective and safe document collection with regards to cases and funding.
- Maintain relationships with business contacts.
- Ensure the required standards and regulations of the FMC are adhered to.
- Give presentations for other organisations.
- To adhere to the FMC's professional mediation standards as set out in the FMC's Code of Practice for Family Mediators published September 2013.
- To follow updates in legislation/regulation which may affect their workload as well as keep abreast of the monthly FMC bulletins as and when they may be published.

Accountabilities:

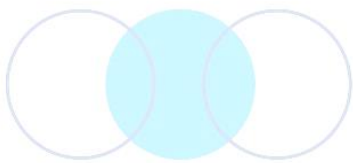
- Working with alone or with another mediator you will facilitate the mediation process, meeting with both participants individually in the first instance and then jointly if appropriate.
- You will carry out legal aid assessments and collect the correct documents in accordance to the Legal Aid Authority.
- You will make a summary of the session and send to clients within three working days of the mediation session.
- 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.

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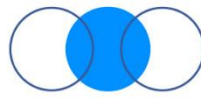


- Once an agreement has been confirmed you will inform the CEO.
- Maintain and carry out company policies.
- Attend quarterly staff meetings.

Dress standards: When working in the office or attending meetings on behalf of the company it is important to dress formally. This is interpreted as being for a man a jacket, shirt, formal shoes (no blue jeans).



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Job Description, Office Manager
including Internal Audit and Quality Assurance

Title: Office manager

Location: Leeds

Salary: As agreed with by the CEO

Contract Type: Initially 1 day per week (Fridays)

Accountable to: CEO

Liaises with: Clients, Mediators, Finance Manager, CEO, external organisations and staff

Objectives:

- To manage the effective running of the office and online systems.
- To ensure company compliance re: Data Protection.
- To monitor client satisfaction and to respond accordingly to client comments when necessary.
- Maintain relationships with business contacts.
- To attend social and training events with the CEO.
- To line manage staff in the office.

Accountabilities:

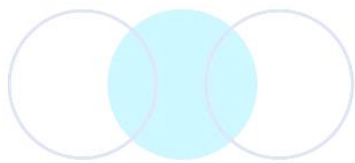
- Working with mediators to facilitate client bookings, effective collection and storage of documents.
- Carrying out internal audits and submitting reports.
- Working with the CEO and the Supervisor to ensure success re: Legal Aid audits.
- Monitoring staff to ensure Data Protection law is adhered to and policy is followed.
- Evaluating the performance of office staff and external contractors.
- Ensuring high standards of customer service is maintained.
- Responding to communications for the business.
- Updating policy documents as and when necessary.
- Maintain and carry out company policies.

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- Attend quarterly staff meetings.

Dress standards: When working in the office or attending meetings on behalf of the company it is important to dress formally. This is interpreted as being for a man a jacket, shirt, formal shoes (no blue jeans).



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Job Description, Finance Manager

Title: Finance manager

Location: Leeds

Salary: As agreed with by the CEO

Contract Type: Initially 1 day per week (Fridays)

Accountable to: Office Manager

Liaises with: Clients, Mediators, CEO, accountants, external organisations and staff

Objectives:

- To manage the effective running of the office finances.
- To ensure company compliance re: HMRC.
- To monitor client payments and invoicing.
- To prepare quarterly financial reports for the CEO.
- To liaise with the business's accountant.

Accountabilities:

- Working with the computer program, Xero.
- Working with clients, mediators, external agencies to facilitate the smooth running of the company's finances.
- Monitoring the company bank account.
- Dealing with the office's petty cash.
- Processing expense claims from staff.
- Ensuring accurate financial records are kept for the purposes of audit.
- Preparing budgets for the company.
- Updating financial policy documents as and when necessary.
- Maintain and carry out company policies.
- Attend quarterly staff meetings.

Dress standards: When working in the office or attending meetings on behalf of the company it is important to dress formally. This is interpreted as being for a man a jacket, shirt, formal shoes (no blue jeans).

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Job Description, IT Support

Title: IT Support

Location: Remotely

Salary: As agreed with by the CEO

Contract Type: Initially 1 day per week (Fridays)

Accountable to: Office Manager

Liaises with: Mediators, CEO, office staff and IT service providers.

Objectives:

- To manage the effective running of the IT office systems.
- To ensure company compliance re: Data Protection online.
- To promote the business online.
- To prepare quarterly IT reports for the CEO.
- To liaise with the office manager and external organisations re: IT.

Accountabilities:

- Working with the social media accounts, website, online filing system, client management system.
- Working with mediators, external agencies to facilitate the smooth running of the company's IT services.
- Responding to IT requests within one working day.
- Monitoring social media and respond accordingly.
- Ensuring value for money on IT systems.
- Updating IT and data protection policy documents as and when necessary.
- Carrying out company policies.
- Attend quarterly staff meetings.

Dress standards: When working in the office or attending meetings on behalf of the company it is important to dress formally. This is interpreted as being for a man a jacket, shirt, formal shoes (no blue jeans).

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Job Description, PPC and External Supervisor

Title: PPC and External Supervisor

Location: Remotely

Salary: As agreed with by the CEO

Contract Type: By appointment

Accountable to: CEO

Liaises with: Mediators, CEO, Legal Aid Authority, FMC, Member Organisations.

Objectives:

- To ensure that mediators are maintaining the standards of the FMC, Member Organisations and the Legal Aid Authority.
- To carry out audits of files and Legal Aid documents.
- To provide external training.
- To ensure the business is compliant and is not in breach of rules and regulations set out by the Legal Aid Authority, informing the staff and Mediators of updated policy/legislation affecting their workload.
- To carry out the mandatory number of PPC sessions with mediators.

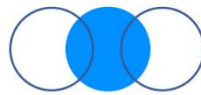
Accountabilities:

- Working with the company's family mediators.
- Producing audits and reports for the Legal Aid authority and CEO.
- Delivering quarterly training to family mediators.
- Providing PPC sessions to the company's family mediators.
- Updating company policy documents as and when necessary.
- Carrying out company policies.
- Attend quarterly staff meetings.

Training responsibilities:

- To adhere to the FMC's professional mediation standards as set out in the FMC's Manual of Professional Standards and Self Regulatory Framework, published September 2014, ensuring that all Mediators have appropriate supervision in their role
- To identify, where appropriate, any other supervision requirements of the staff and discuss ways of providing the necessary support and supervision.

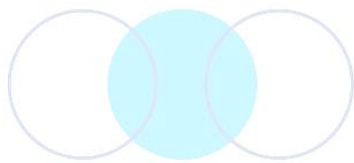
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Dress standards: When working in the office or attending meetings on behalf of the company it is important to dress formally. This is interpreted as being for a man a jacket, shirt, formal shoes (no blue jeans).

NOTE

Where these roles are altered, amended or abolished, this structure and its contingent document C1.1 will be updated within a period of 3 months from the date of amendment.



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