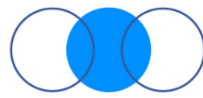


<b>Code</b>	<b>DKR.001</b>
<b>Title</b>	<b>Documented Key Roles and Decision-Making Responsibility Structure</b>
<b>Status</b>	<b>Active</b>
<b>Prepared by</b>	<b>Stuart Hanson</b>
<b>Approved by</b>	<b>Jacqueline Houghton</b>
<b>Date Approved</b>	<b>26.03.19</b>
<b>Revision Number</b>	<b>Version 1.1</b>
<b>Date last amended</b>	<b>26.03.19</b>
<b>Date of next review</b>	<b>01.11.19</b>
<b>Contact Officer</b>	<b>Stuart Hanson</b>
<b>Distribution Status</b>	<b>Controlled</b>

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### **Job Description, Managing Partner**

Title: Managing Partner

Location: Leeds and satellite centres (England & Wales)

Salary: £24,000

Contract Type: Permanent

Accountable to: Directors & Non-Executive Board

Liaises with: Directors, Non-Executive Board, external organisations, mediators, staff and clients

Objectives:

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

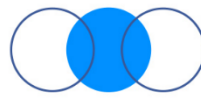
Accountabilities:

The Managing Partner is responsible for the effective management of the company, either personally or through delegation. This senior role includes the following activities:

- Provide 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 in line with company expectations
- Give lectures/training to groups and organisations as appropriate
- Attend functions and meetings with company contacts to maintain good relationships
- Identify opportunities to increase the company's revenue

Dress standards: Formal office wear is required when working in the office or attending meetings on behalf of the company (no jeans, T-shirts or trainers please).

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### **Job Description, Family Mediator**

Title: Family Mediator

Location: Leeds and satellite centres

Salary: As agreed by the Managing Partner

Contract Type: Freelance – hourly paid

Accountable to: Managing Partner

Liaises with: Clients, external organisations and staff

Objectives:

- Manage mediation cases of clients
- Ensure effective and safe document collection with regard to cases and funding
- Maintain relationships with business contacts
- Ensure the required standards and regulations of the FMC are adhered to
- Give presentations to other organisations
- Adhere to the FMC professional mediation standards as set out in the FMC Code of Practice for Family Mediators
- Follow updates in legislation/regulation

Accountabilities:

- Working alone or with another mediator, facilitate the mediation process, meeting with both participants individually in the first instance and then jointly if appropriate
- Carry out Legal Aid assessments, including the collection of supporting documents as required by the Legal Aid Agency
- Write a summary of the session and send to clients within three working days of the mediation session. Copy DMS on all emails
- Facilitate discussion between both participants, exploring any issues they have and help them to reach an agreement
- A draft of this agreement is to be completed by the mediators and sent to both participants for confirmation
- Once an agreement has been confirmed, advise the Managing Partner
- Adhere to company policies
- Attend quarterly staff meetings

Dress standards: Formal office wear is required when working in the office or attending meetings on behalf of the company (no jeans, T-shirts or trainers please).

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**Job Description, Office Manager**

including Internal Audit and Quality Assurance

Title: Office Manager

Location: Leeds

Salary: As agreed by the Managing Partner

Contract Type: Permanent Part-Time

Accountable to: Managing Partner

Liaises with: Managing Partner, Finance Manager, external organisations, mediators, staff and clients

Objectives:

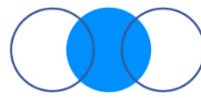
- Manage the effective running of the office and online systems
- Ensure company compliance re: Data Protection
- Monitor client satisfaction and respond to client feedback where necessary
- Maintain relationships with business contacts
- Attend social and training events with the Managing Partner
- Manage office staff

Accountabilities:

- Work with mediators to manage client bookings, effective collection and storage of documents
- Carry out internal audits and submit reports
- Work with the Managing Partner and the Supervisor to support the audit process re: Legal Aid audits
- Monitor staff to ensure Data Protection law is adhered to and policy is followed
- Evaluate the performance of office staff and external contractors
- Ensure high standards of customer service are maintained
- Respond to communications for the business
- Update policy documents as and when necessary
- Adhere to company policies and ensure they are kept up to date
- Attend quarterly staff meetings

Dress standards: Formal office wear is required when working in the office or attending meetings on behalf of the company (no jeans, T-shirts or trainers please).

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**Job Description, Finance Manager**

Title: Finance Manager

Location: Leeds

Salary: As agreed with by the Managing Partner

Contract Type: Permanent Part-Time

Accountable to: Office Manager

Liaises with: Managing Partner, Office Manager, external organisations, mediators, staff and clients

Objectives:

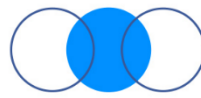
- Manage the effective running of the company finances
- Ensure company compliance re: HMRC
- Monitor client payments and invoicing
- Prepare quarterly financial reports for the Managing Partner
- Liaise with the company accountant

Accountabilities:

- Work with the computer program, Xero
- Work with clients, mediators, and external agencies to facilitate the smooth running of the company's finances
- Monitor and reconcile the company bank accounts
- Deal with petty cash
- Process expense claims
- Ensure that accurate financial records are kept for the purposes of audit
- Prepare budgets for the company
- Updating financial policy documents as and when necessary
- Adhere to company policies
- Attend quarterly staff meetings

Dress standards: Formal office wear is required when working in the office or attending meetings on behalf of the company (no jeans, T-shirts or trainers please).

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**Job Description, PPC and External Supervisor**

Title: PPC and External Supervisor

Location: Remotely

Salary: As agreed with by the Managing Partner

Contract Type: By appointment

Accountable to: Managing Partner

Liaises with: Managing Partner, Mediators, Legal Aid Agency, FMC, Member Organisations

Objectives:

- Ensure that mediators are maintaining the standards of the FMC, Member Organisations and the Legal Aid Agency
- Carry out audits of files and Legal Aid documents
- Provide external training
- Ensure that the business is compliant and is not in breach of rules and regulations set out by the Legal Aid Agency, informing staff and mediators of updated policy/legislation affecting their work
- Carry out the mandatory number of PPC sessions with mediators

Accountabilities:

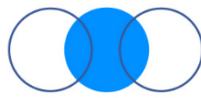
- Work with the company's family mediators
- Produce audits and reports for the Legal Aid Agency and Managing Partner
- Deliver quarterly training to family mediators
- Provide PPC sessions to the company's family mediators
- Update company policy documents as and when necessary
- Adhere to company policies
- Attend quarterly staff meetings

Training responsibilities:

- Adhere to the FMC professional mediation standards as set out in the FMC Manual of Professional Standards and Self-Regulatory Framework, ensuring that all Mediators have appropriate supervision
- Identify development needs of the staff/mediators and discuss ways of providing the necessary support and supervision

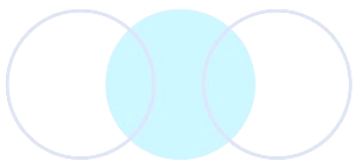
Dress standards: Formal office wear is required when working in the office or attending meetings on behalf of the company (no jeans, T-shirts or trainers please).

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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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