



Job Description

CASE MANAGER – GRADE 5

Job Purpose

The Case Manager is responsible for managing dispute resolution enquiries and referrals made to Sport Resolutions and for the management of cases referred for arbitration, mediation, investigation and review in conjunction with the Sport Resolutions Panel. The Case Manager role will focus on providing administrative support to the Football Association National Serious Case Panel, operated by Sport Resolutions and assisting the team with the administration of the English Football League, National Anti-Doping Panel and all other services administered by the organisation when required. The Case Manager will support the servicing of existing customer relationships and developing new service opportunities.

The post holder will work largely on their own initiative as part of the Sport Resolutions case management team and will report to the Senior Case Manager.

Key Objectives

- To manage cases referred to the FA National Serious Case Panel and act as the key stakeholder contact for the County FAs.
- To ensure that cases are managed on a timely basis to high professional standards in accordance with relevant rules, regulations and guidance.
- To support the business in servicing customer relationships and developing new service opportunities.

Key Tasks

Case Management

- Handle all cases referred to the National Serious Case Panel
- Act as the main contact for the County FAs
- Review panel member availability, undertake conflict checks
- Confirm the appointment of panel members with the parties and the panel members/clerks.
- Appoint the hearing secretariat
- Liaise proactively with the parties to ensure that documents are served on time and to ensure the expeditious completion of cases.
- Deal with applications by parties to extend time limits in consultation with the Tribunal.
- Organise hearings and interview schedules and attend as required.
- Make arrangements for the recording of hearings and for transcription and translation services as required.
- Liaise with Tribunals over the signing of written decisions and make arrangements to distribute, publish and summarise decisions (where required) on the Sport Resolutions website.
- Enter all case enquiries and referrals on the Case Management System and maintain case files in accordance with Company protocols.
- Accurately record all correspondence, activities, documents and time spent on case enquiries and referrals on the Case Management System.
- Confirm the terms of Sport Resolutions' involvement in cases and make the necessary arrangements for providing cost estimates and invoicing.
- Handle initial dispute resolution enquiries, referring complex matters to the Senior Case Manager / Head of Case Management where appropriate.
- Review the requirements of cases with the Senior Case Manager / Head of Case Management and ensure that Sport Resolutions has jurisdiction to become involved.
- Manage applications for urgent interim measures made prior to the appointment of a Tribunal.
- Carry out post case follow up including obtaining feedback from participants and archiving of case files.
- Regularly review and maintain case management guides.
- Maintain a good understanding of relevant arbitration and mediation rules and procedures.

Panel Management

- Provide case management support to the members of the International Hearing Panel and other tribunals operated by Sport Resolutions.
- Organise and participate in Panel training events.
- Review and monitor the availability and use of Panel members.
- Manage the administration of the panel of arbitrators and mediators and provide administrative support to the Panel Appointments and Review Committee (PARC).
- Maintain accurate panel records and profiles on the company case management system.
- Maintain a list of suitably experienced lawyers who are prepared to assist unrepresented parties on a pro-bono basis.

Customer/Stakeholder Relationship Management and Service Promotion

- Support the directors in managing Sport Resolutions' relationship with key service users and stakeholders.
- Support the directors in developing new service opportunities and in promoting Sport Resolutions' services and dispute resolution and prevention generally.
- Contribute to the design and delivery of training events and seminars.

General

- Take responsibility for on-going learning and professional development.
- Undertake such other duties as may be assigned by the directors or CEO.

Person Specification

Essential

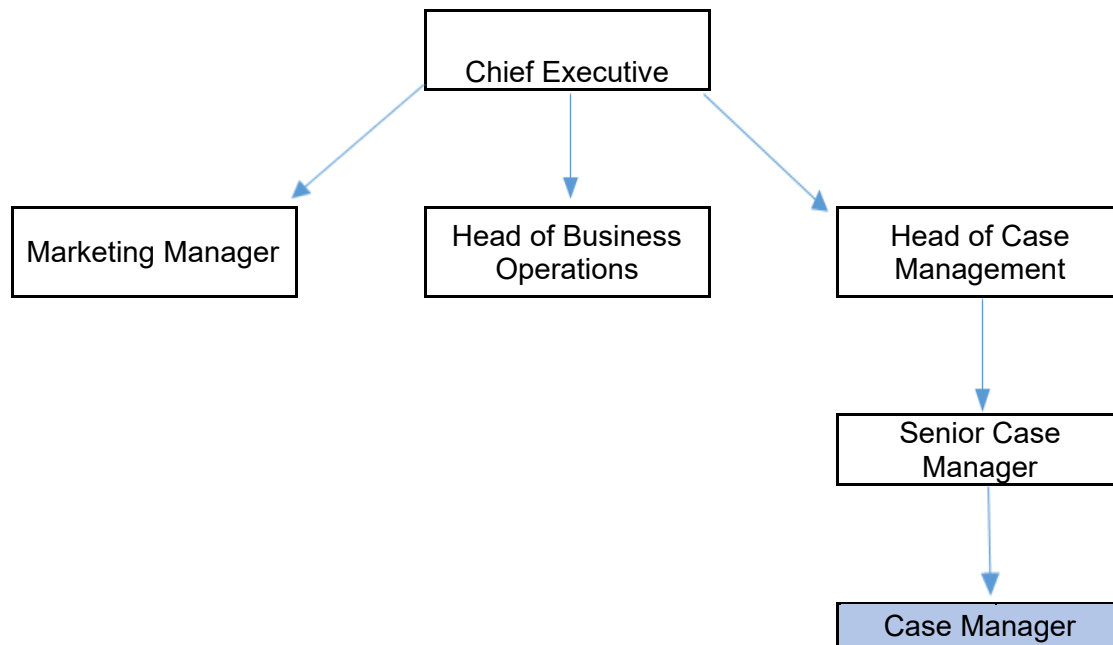
- A legal qualification or experience of working in a legal environment.
- Familiarity with court and/or tribunal procedures.
- Experience of the administration of complex casework.
- A good knowledge and/or experience of the structure of sport in the UK, in particular the governing body sector and football
- Excellent customer service skills in dealing with a wide range of service users including national governing bodies, athletes and their professional advisers.
- Good communication skills (both oral and written).
- Ability to remain calm under pressure.
- Ability to work accurately, as part of a team and individually, paying great attention to detail.
- Ability to handle confidential information regarding case records in a discreet and professional manner.
- Experience in using Windows-based software applications, including Microsoft Word, Outlook and Excel and of using case management software.
- An interest and enthusiasm for sport.
- Total integrity.

Desirable

- Experience of mediation and/or arbitration.
- Project or programme management skills and experience.
- Knowledge of data protection principles.

Reporting

This post reports to Head of Case Management:



Career Progression

A successful post holder in this position should be working towards the position of Senior Case Manager position at Grade 4.