



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, review and advisory opinion in conjunction with the Sport Resolutions Panel. The Case Manager is also responsible for providing administrative support to the National Anti-Doping Panel, the National Safeguarding Panel and all other services administered by the organisation. 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 Head of Case Management.

Key Objectives

- To manage referrals made through Sport Integrity.
- To manage enquiries and cases referred to Sport Resolutions for arbitration, mediation, investigation, review and advisory opinion.
- 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

Sport Integrity

- Onboarding of National Governing Bodies to the service.
- Working with Investigators to triage complaints.
- Monitoring of Investigators workload and assisting Investigators with queries and the interpretation of rules.
- Monitoring performance against KPI's.
- Scheduling and representing SR at quarterly performance meetings and taking minutes.
- Taking queries from NGB's and managing relationships with NGB's.
- Appointing independent panel members to determine matters in accordance with the SI rules.
- Managing relationship with SI stakeholders.
- Delivering training to stakeholders.
- Assisting the Marketing Manager with the promotion of Sport Integrity.
- Collating feedback and working to continuously improve the service.

Case Management

- Handle initial dispute resolution enquiries, referring complex matters to the Head of Case Management where appropriate.
- Review the requirements of cases with the 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.
- Review panel member availability, undertake conflict checks and deal with any objections to panel appointments.
- Confirm the appointment of panel members with the parties and the panel members/clerks.
- 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 paper 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.
- Carry out post case follow up including obtaining feedback from participants and archiving of case files.
- Regularly review and maintain the Case Management Reference Guide.
- Maintain a good understanding of relevant arbitration and mediation rules and procedures.

Panel Management

- Provide case management support to the President and members of the National Anti-Doping Panel and National Safeguarding Panels.
- 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

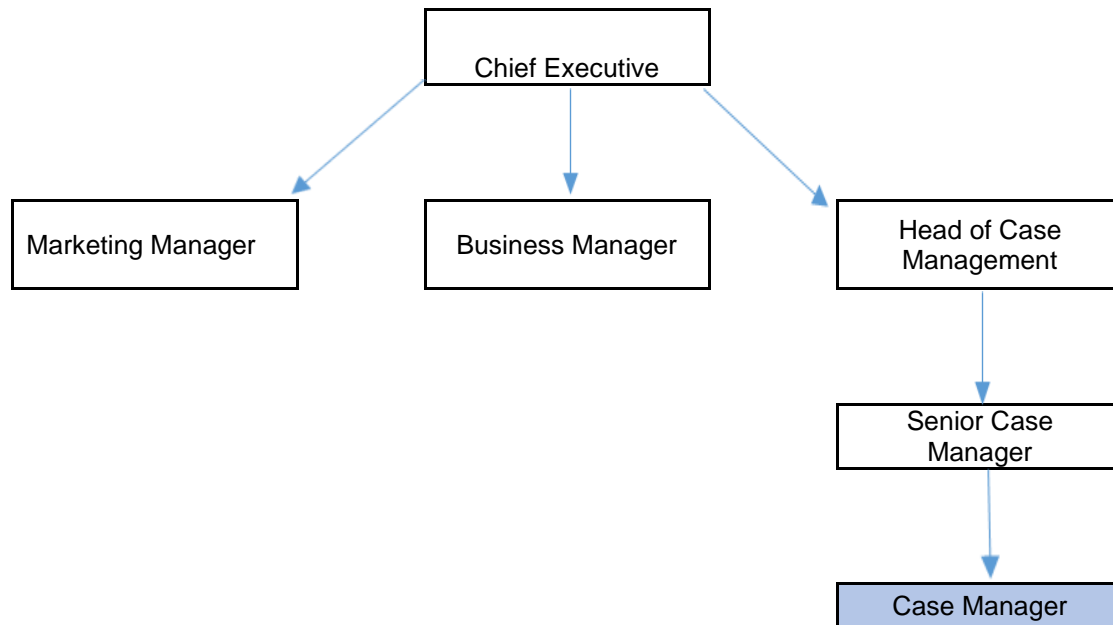
- An undergraduate degree.
- Experience of the administration of complex casework.
- Excellent customer service skills in dealing with a wide range of service users including national governing bodies, athletes and their professional advisers.
- Good communication skills (both oral and written).
- Ability 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.

Desirable

- A legal qualification or experience of working in a legal environment.
- Familiarity with court and/or tribunal procedures.
- Experience of mediation and/or arbitration.
- Project or programme management skills and experience.
- Investigation skills and experience.
- A good knowledge and/or experience of the structure of sport in the UK, in particular the governing body sector.
- An understanding of safeguarding principles in sport.
- 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.