



Mediation
Northern Ireland

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Business Development Director
Recruitment Information Pack

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Introduction

Mediation Northern Ireland (MNI) was founded in 1992 with a core mission of conflict resolution and fostering peace, specialising in efforts to strengthen relationships in Northern Ireland's divided society. We offer a range of services including direct mediation, training and developing new models of practice in mediation and conflict resolution.

Recent research from the Labour Relations Agency found that workplace conflicts cost the Northern Irish economy over £850 million every year. We want to support people and organisations in addressing this more effectively.

To become more sustainable, we have been awarded funding from the Dormant Accounts Fund NI to expand our work in the private sector. To do this, we are investing in a new Business Development role to drive forward sales of products and services into new markets within the private, public and voluntary sectors across Northern Ireland, nationally and internationally.

We aim to set up a new trading arm of Mediation NI that offers new training programmes and wrap around services to help businesses and statutory organisations get better at dealing with conflict. The overall aim of this new limited company will be to support the ongoing work of the Charity.

This exciting new Business Development Director position will take a leading role in the setting up and running of the new limited company and allow MNI to become a leading social enterprise and evolve into a group structure.

A society
that handles
conflict better

Who we are

Over the last 35 years, MNI has been working in the field of conflict resolution, throughout Northern Ireland and beyond. As a mediation development organisation, we have considerable experience in the delivery of mediation services and delivering high quality training programmes.

We're based in our own building in Mediation House, on University Street in South Belfast and our vision is for "a society that handles conflict better".



Our mission is to:

provide expertise
and support to manage,
resolve and transform conflict

We do this by providing high quality services,
training and developing new models of practice.

Vision

A society that handles conflict better.

Mission

As a mediation development organisation we provide expertise and support to manage, resolve and transform conflict. We do this by providing high quality services; training; and developing new models of practice.

Values



Integrity

Confidentially delivering on our promises



Respect

Recognising the innate dignity and value of others



Justice

Working through the principles of impartiality and fairness



Nonviolence

Actively encouraging positive peace



Creativity

Striving for innovation and supporting others to generate new ways forward.



Courage

Facing challenges with confidence and perseverance.

What we do

We are a mediation development organisation, involved and at the forefront of community and workplace mediation and peacebuilding for over thirty years.

Services

Community Mediation

When conflict arises within or between communities, it can be useful to have experienced community mediators available to help handle sensitive issues. Mediation provides support while protecting the self-determination of participants – so they can keep more control of what needs to happen in their situation. MNI have experience working on interface issues in Belfast and elsewhere, and on topics including housing, parades, protests, flags, policing and the provision of shared services.

Workplace Mediation

Workplace conflict can constitute a wide variety of experiences, from a low-level difference of opinion, to serious incidents of bullying or harassment. We believe that if used at the right time, mediation can be a powerful process to help with the challenges associated with workplace conflict. Mediation is fundamentally about the restoration of relationships. It is a confidential, voluntary, third-party alternative dispute resolution process. Using mediation as an early intervention can help colleagues work through a difficult issue together before it damages their relationship or escalates into something requiring a more formal approach. Mediation can also be useful as colleagues seek to re-establish a working relationship following a formal HR process; for example, after addressing an allegation of bullying. In MNI we provide a full mediation service and support system for both the participants involved in the conflict and the organisation procuring the service.

Conflict Coaching

Conflict coaching is a one-to-one process that helps people become 'unstuck' when they are in a difficult situation due to conflict. Conflict coaching can be useful in a variety of circumstances, including conflicts in the workplace, community disputes, family disagreements, or business conflicts. The coach can serve as a confidential listener, helping the individual to see the situation from all perspectives, support them in considering options, and help to come up with a plan of action to deal with the conflict. We offer a conflict coaching service before, during, after or potentially instead of a formal mediation process.

Practitioner Support

Alongside our conflict resolution services and training, we support practitioners who are actively engaged in the field, whether that be directly with ourselves or elsewhere. Our primary aim is to ensure the highest standards of service to the parties involved in disputes. We do this through offering CPD events, professional supervision, mentoring, coaching and support with our online case management system.

Training

At MNI we have a variety of courses developed to suit the needs of our clients, from introductory to advanced level. We offer our training both 'off-the-shelf' and tailored to suit their specific needs. We have programmes available on an open-access basis allowing individuals or small groups to join others for the latest training course. Alternatively, we provide bespoke training solutions to teams and organisations when requested.

All of our training can be tailored to meet the needs of individual clients, and independent accreditation is available for most of our courses if required. By tailoring our courses, we can ensure the training meets the priorities of the group and matches the timescales that suit them.

Our CPD accredited training courses include:

Mediation Theory and Practice (8 days)

Workplace Conflict Resolution Skills (1 Day)

Dealing with Difficult Conversations (1 Day)

Immersive Conflict Resolution Practice (3 Days)
in partnership with Queen's University Belfast



Job Description

Job Title: Business Development Director

Line managed by: Managing Director, Mediation Northern Ireland

Hours per week: 37.5

Salary: £35,745 starting salary plus employer pension contribution and bonus scheme

Status: Permanent with 6 month probation period

Place of work: Belfast based with homeworking and travel

Holidays: 30 days plus statutory holidays

Job Purpose

As a Business Development Director, you will identify new business opportunities to generate revenue, improve profitability and help the business grow. Your work will involve careful strategic planning and positioning in the appropriate markets, and enhancing the operation of the business. You will have a leading role in the organisation and your role will have specific focus on both:

- B2B (business to business)
- B2C (business to consumer)

Salary

Starting salary £35,745

Bonus scheme

Benefits

30 days annual leave

Flexible working from home policy – minimum of two days in the Belfast Office

We operate a time off in lieu (TOIL) policy.

Working hours

9am to 5pm, Monday to Friday week, though you may on occasion have to work longer to meet a project deadline or when attending an event or conference.

MNI is a small and agile organisation whose workload can flex up or down. This means all staff can expect to occasionally undertake work which may not be specifically covered in their job description, and sometimes outside of the 9-5 norm.

Dormant Accounts Fund NI

This position is supported by grant funding from the Dormant Accounts Fund NI, along with additional support costs. As part of our grant funding, project targets and objectives are written into our agreement and will form a central part of this role.

Responsibilities

As a Business Development Director, you'll need to:

- Research and identify new business opportunities - including new markets, growth areas, trends, customers, partnerships, products and services - or new ways of reaching existing markets
- Generate leads and cold call prospective customers
- Meet with customers/clients face-to-face, online, over the phone
- Foster and develop relationships with customers, clients and key stakeholders
- Understand the needs of your customers and be able to respond effectively with a plan of how to meet these
- Think strategically - seeing the bigger picture and setting aims and objectives to develop and improve the business
- Work strategically - carrying out necessary planning to implement operational changes
- Develop innovative ways to generate income through social enterprise
- Attend seminars, conferences and events where appropriate
- Create a sales pipeline and plan sales campaigns
- Negotiate pricing with customers, and suppliers in some cases
- Carry out sales forecasts and analysis and present your findings to senior management/the board of directors
- Develop the business sales and marketing strategy
- Meet or exceed targets as set out in our funding agreement
- Support and contribute to reporting requirements to the funder - Dormant Accounts Fund NI
- Assist with the development of a strategic plan and then operationalise it by ensuring key objectives and targets are met on an annual basis
- Be able to work and respond flexibly to unpredictable and varied tasks & responsibilities that are in the nature of the work of MNI.



Person Specification

Essential:

- Third level degree or three years' relevant professional experience
- Experience interpreting client requirements in a client-facing services or sales role
- Experience agreeing and delivering on personal and team work objectives and deadlines under their own initiative
- Experience in organising and facilitating meetings with multiple internal and external attendees
- An excellent communicator in person, in writing, on screen and by phone
- Credibility in engaging with a wide range of stakeholders including senior influencers
- Excellent ICT skills including Microsoft Office, social media and experience working with a CRM database
- Driving licence and access to a car, or other means of transport that will allow them to discharge the duties of the role
- Ability to contribute to the strategic thinking of the organisation by spotting new opportunities and acting on them

Desirable

- Experience in driving engagement with an organisation using social media
- Experience in website content management

Attributes

- A belief in wanting to help people and organisations get better at dealing with conflict and wanting to help a for profit company support a charitable organisation
- A positive and professional attitude that corresponds with MNI's values
- Friendly, collaborative and unafraid to take a leadership role
- Takes ownership of agreed tasks and is comfortable being accountable for them

How to Apply

Please forward a CV, maximum three A4 sides, together with the completed Supplementary Questions ensuring you have included **mobile and home telephone numbers**, as well as any dates when you will not be available, or might have difficulty with, from the recruitment timetable.

You will also be asked to submit a separate equality form (**see below**).

The deadline is Friday 5th January 2024 at noon.

Applications should be made by email to: rob@mediationni.org

Contact Rob on +44 (0) 28 9043 8614

If you have any queries about the role or the application process.

Equality Monitoring

We are an Equal Opportunities Employer. Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring Form in a separate document. This will not be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Rob Colwell so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

MNI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline



- Submission Deadline
Friday 5th January 2024
at noon
- First Interviews*
Wednesday 24th
January 2024
*Including a presentation
- Second Interviews
Wednesday 31st
January 2024
- Final Interviews (if
required) Thursday 8th
February 2024

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To find out more visit
www.mediationni.org

