

JOB DESCRIPTION

Job Title: LCAM Secretariat

Team: London Chamber of Arbitration and Mediation

Location: Hybrid working – 3 days in the office (Queen Street, London EC4R 1AP)

Reports to: Finance Director and Company Secretary

Contract Type: Permanent

Hours: 35 hours per week

Salary: £30,000 - £35,000

About London Chamber of Commerce and Industry (LCCI)

London Chamber of Commerce and Industry (LCCI) is London's key hub for the business community, we support members' businesses through a range of services, advocate on behalf of London's business community in the most important forums of policy debate, and promote 'Global London' as the best city in the world to do business – whether that's to trade, invest, learn, or find new commercial partners. We work to accelerate the growth of our members by providing valuable support, facilitating new business connections, and leveraging our network to generate greater shared prosperity for London.

About London Chamber of Arbitration and Mediation

London Chamber of Arbitration and Mediation (LCAM) is part of the LCCI, however independent in the administration of disputes. LCAM was launched by the LCCI to provide innovative, speedy, and cost-effective services to help resolve commercial disputes without going to court. LCAM offers arbitration, expedited arbitration, and mediation services delivered by a diverse panel with many years' experience in alternative dispute resolution.

Key Responsibilities:

Social Media Management:

- Develop and implement social media strategies to enhance LCAM's online presence.
- Liaise with marketing and web developers to create model documents, engaging content, posts, and updates across various social media platforms.
- Monitor social media channels, respond to inquiries, and maintain a positive online image.

Event Organisation:

- Plan and coordinate events, including seminars, workshops, and networking sessions.
- Secure sponsorship and partnership opportunities with external organisations.
- Collaborate with stakeholders to ensure successful event execution.
- Manage logistics, invitations, and follow-up activities.

Case Management:

- Assist in the administration of arbitration, mediation and adjudication cases.
- Liaise with parties involved, legal representatives, and LCAM Board.
- Ensure accurate documentation and timely progress updates.

Stakeholder Engagement:

- Build and maintain relationships with key stakeholders, including legal professionals, businesses, and government entities.
- Act as a point of contact for inquiries and foster positive relationships.
- Attend external events to promote LCAM, this includes both national and international events

Collaboration with other LCCI Departments:

- Work collaboratively and closely with other LCCI departments for LCAM activities – especially Marketing, Business Development and Operations teams.
- Reporting to LCCI on LCAM activity
- Ensure seamless integration of LCAM within the broader LCCI framework.

General Responsibilities

- Provide support in day-to-day operations, ensuring smooth functioning.
- Collaborate with the LCAM and LCCI Board for strategic alignment.
- Uphold a high standard of professionalism in all interactions.
- Resolve service delivery issues and complaints quickly and effectively in accordance with Chamber policy, recommending improvements and escalating where appropriate.
- Ensure processes and activities are fully compliant with Chamber protocols and legislation including data protection and marketing communications.
- Reflect LCCI's values, demonstrating high levels of professional performance and behavioural standards, always seeking continuous improvement.
- Demonstrate flexible and adaptable approach to business needs at any given time
- Contribute to a motivated, respected and highly knowledgeable team of professionals focussed on overall success of the team and the Chamber
- Undertake any other duties as requested by the Finance Director and Company Secretary

Qualifications and Skills

- Strong organisational and multitasking abilities.
- Excellent written and verbal communication skills.
- Ability to work autonomously with a proactive and self-driven approach.
- Strong Project Management skills (time management, adaptability, budgeting)
- Knowledge of Arbitration, Mediation and Adjudication services
- Strong networking skills
- Ability to present to diverse audiences.
- Creativity and innovation
- Ability to develop strong working partnerships.
- Strategic thinking, planning and coordinating.
- Proficient with databases

Working Arrangements:

Location

- 33 Queen Street, London EC4R 1AP

Hybrid working

- Three days a week in the office

Remuneration and benefits

- The salary range for this role is £30,000 to £35,000 – dependent on experience
- 35 hours per week – 9am to 5pm
- You will be entitled to 25 days paid holiday per annum pro rata, plus bank and public holidays
- Annual leave runs from 1 January to 31 December