

### Job role details

<b>Job Title:</b> Adjudicator Grade II	<b>Responsible to:</b> Adjudication Manager
<b>Responsible for:</b> N/A	<b>Name of Current Holder:</b>

### Job purpose statement:

The Motor Ombudsman's mission is to provide the best ombudsman & dispute resolution service through passionate, engaged people, driving excellence in customer service across the automotive sector.

We take **PRIDE** in what we do, and are committed to our values:

**Positive, Respectful, Impartial, Dynamic, Empowered.**

As a member of the Dispute Resolution Team, you will play a crucial role within our ADR service, ensuring care, empathy and an excellent service experience is provided to consumers and accredited business whilst delivering against set targets and KPIs.

You will be using the method of adjudication to make a decision and resolve complex disputes between accredited businesses and consumers through assessment, investigation, and weighing up the facts, evidence, and merits of each individual case. In your role you will:

- Adjudicate the cases taking into account all the data and evidence, code of practice and legal regulations
- Make impartial decisions based on the facts of the case, relevant legislation and TMO Code
- Provide case updates to both consumers and accredited businesses
- Deliver against set individual/team KPIs and targets while managing the caseload in a timely manner

### Person Specification: *Experience, Knowledge and Skills*

	<i>Essential</i>	<i>Desirable</i>
	<ul style="list-style-type: none"> <li>• Highly self-motivated individual</li> <li>• Proactive attitude</li> <li>• Experience of working in a high-paced environment &amp; communicating clearly at all levels</li> <li>• Strong organisational &amp; time management skills</li> <li>• Must have experience of alternative dispute resolution provision in a similar role</li> <li>• Proven legal skills, with solid knowledge of current consumer and contract law</li> <li>• Great customer service skills</li> <li>• Ability to deal with vulnerable customers, being empathetic and able to adapt communication skills to the customer's specific needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Law degree</li> <li>• Experience of using CRM systems such as Salesforce, Zendesk</li> <li>• Previous experience of working within the motor trade – manufacturing or dealership</li> <li>• Good knowledge of motor vehicles and the motor trade</li> </ul>

- A team player, with great interpersonal skills and able to share a passion for TMO values.
- Proficient in Microsoft Office applications

### Main responsibilities and duties:

- Using your legal knowledge, assess evidence and use the method of adjudication to make impartial decisions and resolve mid to high complexity disputes between accredited businesses and consumers
- Deal with accredited business/consumer telephone and email enquiries regarding their cases.
- Ensure delivery of consistent and accurate information to the consumers and accredited businesses
- Have an awareness of and carry out responsibilities in line with the Ombudsman Association's principles of governance and good complaint handling
- Ensure accurate capture and logging of all the relevant data
- Ensure that discrepancies in the accredited business' actions and any repeated breaches of the Codes of Practice are being flagged appropriately in line with the compliance procedures at TMO
- Deliver against set individual/team KPI and targets while managing the caseload in a timely manner
- Develop the service to achieve continuity through the ADR process by ensuring it continually delivers best in class information and support services and complies with CTSI audit requirements at all times

### Further responsibilities

- Provide excellent customer service through the effective management of an assigned caseload and clear and professional communication while delivering against the set case volume targets
- Conduct proportionate analysis of disputes in order to make informed, impartial decisions based on TMO's Codes of Practice, relevant legislation and industry practice
- Meet individual and team KPIs while managing the case volumes to required timescales
- Manage complex cases and social media escalations
- Support the team in continuous improvement of processes, knowledge and decision-making
- Monitor and report on trends and issues arising from complaints
- Ensure capture and accurate logging of all the relevant data
- Provide regular case studies for reporting and publication purposes
- Author training content and knowledge articles to support team development
- Keep abreast of current legislation through internal know-how sessions and personal learning
- Support continuous business development and operational efficiency
- Assist with other associated TMO tasks and projects where required
- Carry out other tasks set by Lead/Senior Adjudicator, or Head of DR Team
- Support the team in continuous improvement of processes, knowledge and decision-making

	Level 5-4	Level 3-2	Level 1
Customer Focus		3	
Communication		3	
Continuous Improvement	4		



Working Effectively		<b>3</b>	
Problem Solving & Decision Making		<b>3</b>	
Teamwork		<b>3</b>	
Specialist		<b>2</b>	