

Expressions of Interest – Mediators for Panel

Background

Utilities Disputes | Tautohetohe Whaipainga (UDL) is a not-for-profit organisation, providing dispute resolution and other related services within the utilities sector.

UDL investigates and facilitates the resolution of complaints between utilities customers and their customers in a timely and cost-effective manner. It also works pro-actively to minimise complaints through our research and education services.

We are looking to provide consumers further accessibility to our services by offering a nationwide mediator service when required.

We apply a fair and reasonable approach to all aspects of our work to ensure we are accessible, independent, fair, accountable, efficient and effective. We are committed to the health and safety of our staff and communicate in plain English.

UDL welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Purpose of role

UDL is looking for expressions of interest to join our Mediation Panel to supplement our dedicated team. Accredited mediators will work across our complaint schemes, facilitating mediations, either in person or virtually, across Aotearoa New Zealand.

Person specification

- Accredited mediator either through The Resolution Institute, Arbitrators and Mediators Institute of NZ or equivalent.
- Demonstrates an understanding of Te Ao Māori, Te Tiriti o Waitangi and the applicability of Tikanga to dispute resolution in Aotearoa (desirable).
- Experienced in interpreting legislation with a sound understanding of the requirements of working within a statutory based complaint environment.

Responsibilities

- Facilitate the resolution of complaints using a range of dispute resolution strategies with a focus on face to face and online mediations
- Assist parties to draft a mediation agreement or an agreed statement on unresolved aspects of the complaint or dispute
- Demonstrate independence
- Comply with the rules for UDL's various schemes, requirements of the Commissioner, and best practice complaint-handling processes

How to Apply

If this looks like you, please submit an expression of interest by way of a letter and CV to Hamish Clareburt at UDL, hamish@udl.co.nz. We invite expressions of interest from mediators with intermediate-level expertise in conflict resolution. Joining our mediation panel is an opportunity to contribute to the resolution of various conflicts, but it's essential to note that panel membership does not guarantee work assignments.

A fixed fee will be payable on a case-by-case basis.