**Key Achievements Form**

**Title of Post: Head of Mediation**

**Candidate Name:**

Having read the competencies and thought about the demands of the role, for each of the areas below, please briefly *(max 250 words for each)* highlight specific achievements, contributions or expertise you have developed during your career to date which clearly demonstrate your suitability to meet the challenges of the role.

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| 1. **Leadership**   Injuries Resolution Board’s Head of Mediation will lead the mediation service through the complete cycle of mediation including the administration the management of in-house mediators, and an external panel of mediators  The successful candidate will review and enhance all aspects of the service to include, business processes and procedures which maximise success and participation in mediation in line with underpinning legislation.  Please provide an example that demonstrates your experience of the design and delivery of a major organisational transformation programme or strategy, please draw on an example from one of the flowing areas, organisational design and development, people and talent management, strategic workforce management, stake holder management. |
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| 1. **Critical Analysis and Decision Making**   The Head of Mediation will manage and review performance and trends to see where and when mediation is most effective and continuously improve service. They will develop robust annual business plans for the Mediation service, managing their implementation, anticipating risk and resolving issues that arise.  Please provide an example that illustrates your ability to make balanced judgements and decisions, drawing from evidence, experience and relevant policies, procedure, legalisation best practice, while also considering contextual issues and sensitivities. |
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| 1. **Managing and Delivering Results**   The Head of Mediation will develop appropriate management reporting and record management systems, and appropriate key performance indicators to support management and the review of the Mediation service.  Please provide an example that demonstrates your ability to successfully lead and grow a strategic function and deliver excellence in line with organisational and legislative objectives. |
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| 1. **Building Relationships and Communication**   The successful candidate will engage and work closely with stakeholders to promote the Mediation service and enhance service delivery. They will tactfully influence and persuade others.  Please provide an example that demonstrates your ability to develop an understanding of context, sensitivities and differing perspectives when engaging in discussions/negotiations with key stakeholder groups or the political system.  Your example should demonstrate your engagement with relevant stakeholders both within and outside your organisation and how you managed expectations. |
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| 1. **Specialist knowledge and expertise**   The successful candidate will effectively and efficiently manage a diverse portfolio of work, delivering superior customer service. They will have a track record of leading and managing a successful team. They will competently demonstrate a knowledge of the role of Injuries Resolution Board and an understanding of the insurance, personal injuries claim environments  Please provide an example that shows your transferable skills in this area. Your answer should illustrate your relevant specialist expertise and how you can add value to Injuries Resolution Board by utilising your knowledge and practical skills set to successful lead the section in Injuries Resolution Board by providing your expertise, guidance, knowledge and leadership. |
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Please return a completed Key Achievements Form with your Curriculum Vitae and a short cover letter/personal statement to [careers@injuries.ie](mailto:careers@injuries.ie) by 12noon on Wednesday, 23rd October 2024.