



Education Services Coordinator
The Honourable Society of the Middle Temple – City of London
Permanent Contract
£23.5k plus excellent benefits

The Inn

The historic Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women, who have completed the necessary academic qualifications, to the Bar of England and Wales. This entitles them, after a period of pupillage (vocational training) to practice as Barristers. The Inn accepts around 500 students per year and also supplies CPD and vocational training to 8,000 practicing members.

The role

We are now looking for an Education Services Coordinator to be active member of the education team by providing reception services to visitors, callers, guests, and administrative services to colleagues. The Coordinator will also be responsible for several ongoing projects including coordinating the Inn's Annual Mooting Competition, Residential Advocacy Training Weekend Retreats, and the department's social media presence, as well as assisting the Programme Manager (Education).

This is an exciting opportunity for someone to develop their administrative skills and experience in a traditional yet forward thinking organisation.

Requirements

The successful candidate will have/be:

- University level degree or equivalent
- Worked in an administrative support function or in a professional environment, involving interface with the public
- IT literate with experience of using databases, Microsoft Office (Word, Outlook, Excel) and other computerised systems.
- Collaborative, cooperative and able to make and sustain positive relationships with colleagues.
- Excellent interpersonal, written and verbal communication skills
- Experience coordinating projects in a higher education administration context (*desirable, not essential*)

How to apply

If you wish to apply please send your CV and a covering letter detailing why you believe you are the right person for the role to Erin Markcoons at recruitment@middletemple.org.uk. The closing date for applications is Sunday 18th August 2019.

Due to the volume of applications received, we cannot contact all unsuccessful applicants in person. If you do not hear from us by Sunday 15th September, please assume your application has not been successful on this occasion.

Middle Temple is an Equal Opportunities employer.



JOB DESCRIPTION

Job Title:	Education Services Coordinator
Department:	Education
Reporting to:	Education Services Manager
Location:	Ground Floor, Ashley Building
Hours:	0900 – 1730 (Mon – Fri), including a one hour break
Position:	Full time

Key Objectives

To be an active member of the treasury/education office by providing reception services to visitors, callers, guests, and administrative services to colleagues, as well as coordinating several student experience based activities, including mooting competitions, advocacy training weekend retreats and running the department's social media. The incumbent will also be responsible for several general office tasks including selling event tickets and merchandise, lodgings bookings and issuing membership cards.

About Middle Temple

Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women to the Bar, i.e. to admit those who have fulfilled the necessary qualifications to the degree of Barrister, which entitles them, after a period of pupillage (vocational training) to practise as Barristers. The Inn holds numerous events and functions throughout the year and is also available for private hire. Middle Temple is also jointly responsible with Inner Temple for the Temple Church.

Areas of Responsibility:

1. Rosamund Smith Mooting Competition

- Providing an up to date application form for prospective participants at the start of the academic year.
- Arranging and hosting an introductory session for all participants prior to the start of the competition and a drinks reception for moot judges and setters.
- Recruiting Judges, booking rooms and organising moots for the duration of the competition. Liaising with Masters of Moots when necessary.
- Maintaining an up to date record of participants, judges, moot problems and dates. Handling all administration for the duration of the competition.
- Acting as a first point of contact for all participants, judges and the Masters of the Moots.
- Taking responsibility for the process leading up to and following the Semi-Finals and Final, both held in Hall. Liaising with the Events team to ensure



that everything is arranged as needed. Also attending these events to help on the evening.

- Handling all administration for various other moot opportunities for students, including the Inter Inn moot and moots between Middle Temple and Pepperdine University.

2. Cumberland Lodge and other Residential Advocacy Weekends

- Providing an up to date application form for prospective attendees at the start of the academic year.
- Maintaining an up to date database of attendees, their preferences and requirements. Handling all administration for the advocacy weekends. Accommodating students in line with their date preferences.
- Booking coach travel to and from the location. Ensuring invoices are paid on time.
- Liaising with Cumberland Lodge prior to each weekend.
- Various other administrative duties to ensure that the weekends run successfully.

3. Administration for Education and Domus events

- Regularly monitoring ticket sales for all Education and Domus events and liaising with colleagues about the number of tickets available and deadlines for bookings.
- Ensuring event information on the website and printed fixtures list is kept up to date.
- Providing administrative support for events as required, e.g. CPD Day

4. Social Media

- Maintaining the presence of the Education department on the various social media platforms associated with the Inn. Acting as the social media representative for the Education department.
- Scheduling a variety of posts to go out on specific dates at specific times. Updating social media platforms regularly.
- Ensuring that all content is relevant and up to date. Attending regular social media meetings with representatives from other departments.
- Regular checks for new information to be posted out.

5. General office tasks

- Dealing with general enquiries from visitors and members whether they are face to face, via email or on the telephone.
- Covering the switchboard – taking calls, responding and directing them appropriately. ***This role-taker is expected to be the second in line to***



answer the phone and greet walk in visitors, after the Education Office Assistant.

- Overseeing the general enquiries email inbox, responding to or forwarding emails as necessary in an efficient and timely manner.
- Assisting with sale of tickets, merchandise, till operation and cash handling.
- Taking responsibility for the process leading up to and following ticket sales for a number of special events (eg: Carol Service Lunch, CPD Day, Burns Night) including keeping an up to date record of attendees and ensuring the process runs smoothly.
- Inputting data into the membership database with exceptional accuracy.
- Issuing membership cards
- Booking lodgings for members of the Inn (and other Inns)
- Assistance with other membership administration as required

6. Other

- Using initiative and providing ideas on improving processes within the department where possible, relating to the areas mentioned above or any other area within Education Services.
- The Education Services Coordinator is also expected to **provide administrative assistance to the Programme Manager (Education) at busy times of the year**, as well as the Education Services Manager, The Director of Education Services and other members of the team when required.
- Undertaking any other duties that may be required by the Education Team or the Inn from time to time, including, for example, working on new projects and initiatives.

7. Key working relationships

This is a busy role that will involve constant communication with a large number of stakeholders, both internal and external. The Education Services Coordinator will have close working relationships with the Education Services Manager, the Director of Education Services, all colleagues in the Education Office, as well as Directors and colleagues from other parts of the Inn.



Personal Specification

	Essential	Desirable
Qualifications	University level degree or equivalent.	
Background/experience	Experience of working in an administrative support function or in a professional environment, involving interface with the public IT literate with experience of using databases, Microsoft Office (Word, Outlook, Excel) and other computerised systems.	Knowledge/Understanding of the Middle Temple/Inns of Court.
Skills	Skilled in communicating, both verbally and in writing; be able to write clearly, fluently, concisely and accurately. Analytical and intellectually able, in keeping with the demands of the work. An effective collaborator with excellent interpersonal skills, able to work effectively across different areas of an organisation. A multi-tasker, able to work independently to prioritise requirements and juggle an ever-changing workload, and the ability to stay calm in a busy environment.	
Personal qualities	Methodical and highly organised. Motivated, able to work with minimal supervision and use own initiative. Calm under pressure, flexible and adaptable. Willingness to help with a wide variety of tasks that arise in the Education/Treasury office.	



	<p>Collaborative, cooperative and able to make and sustain positive relationships with colleagues.</p> <p>Friendly manner, willingness to represent the ethos of the Inn.</p>	
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This Job Description reflects the current situation. It does not preclude change or development that might be required in the future. The list of duties is not exhaustive. The position of a duty on the list is not necessarily indicative of its importance.