



JOB DESCRIPTION

Job Title:	Events Administrator
Working For:	The Honourable Society of the Middle Temple, London EC4Y 9AT
Reports to:	Events Sales Manager
Tenure:	Permanent Contract
Salary:	£20,500 plus excellent benefits
Hours:	09:00-17:30 (Monday to Friday) Flexibility in working hours may be required

Purpose of Role:

- To provide administrative support to the Events department to ensure the growth of the Events business.
- To ensure all clients and potential clients receive a polite, professional and efficient service, ensuring all venue standards are maintained and all current legislation is adhered to.
- Working as part of the team to ensure that all contact with customers and guests transpires to become a reflection of the venue's consistent delivery of the highest standards of product and service.

Background:

Middle Temple is one of the four Inns of Court, responsible for the professional qualification of barristers and their continuous professional development. The Inn has approximately 7,000 practising members (mainly barristers and judges) and about 500 students of various nationalities studying for the Bar.

The Middle Temple (the Inn) manages a large property estate comprising historic buildings (such as an Elizabethan Dining Hall and the Temple Church) and professional accommodation for barrister offices. Other facilities of the Inn include meeting rooms, a legal library, an award winning garden.

Located between the City of London and Westminster and overlooking the river, the Inn provides some of the most imposing event space in London. These unique spaces are available for formal dinners, weddings, meetings, receptions, corporate events, garden parties, and outdoor functions. Middle Temple is also a popular location for filming. For more information about The Middle Temple, Please visit www.middletemple.org.uk.

The Events function is operated 'in house' and delivers a wide range services ranging from Hall lunch during the week, to education and CPD events for students and members in the evenings, to corporate events for private clients.

This role will be responsible for all administrative processes within the Events department, this includes management of group lunch time bookings along with tours of Middle Temple as well as supporting team members with booking Internal bookings.



Main Duties and Responsibilities:

1. Provide administrative support in the day to day running of the Events Department, for all teams.
2. Accurately input all client requests into Ungerboeck (UB), the Inns Venue Management solution.
3. Assist the client with any special requests in an efficient and timely manner.
4. Liaise with the Events Sales Manager to ensure effective communication to all relevant Departments, ensuring client requirements are met.
5. Ensure that all amendments for functions, late bookings and special requirements are communicated effectively to those inside and outside of the Events Department.
6. Support the Events Sales Manager to ensure weekly function sheets, and amendments, have been coordinated, collated, produced and distributed as per the venue's standards.
7. Ensure lunch bookings for the Hall are managed to maximise sales, occupancy and revenue.
8. Have thorough knowledge of room layouts, capacities, events menus and the standard operating procedures used throughout the Inn.
9. Ensure filling of Events Function Sheet and other documents as required.
10. Comply with any reasonable request from the management team or your Head of Department.
11. Assist the Events Team with short lead time and internal bookings.
12. Ensure stationary orders for the department are completed in good time, and suitable stock levels are maintained.
13. Ensure menu and place cards for events are completed accurately and in good time.

Financial Awareness

1. Have thorough knowledge of the venue's billing process, using UB to ensure correct and accurate charging and invoicing.
2. Liaise with the Events Finance Administrator to ensure all charges are invoiced correctly and invoices are sent out in a timely manner.
3. Assist the Events Finance Administrator in the collection of outstanding payments.
4. Ensure method of payment is agreed with clients, and where agreed, ensure full payment is received prior to event.



5. Assist the Events Finance Administrator in maintaining accurate supplier invoices, and manage the event supplier commission income spreadsheet.

Colleagues and Team Work:

1. Act in a positive, polite and respectful manner towards work colleagues.
2. Actively work as part of the department to achieve our goals and objectives.
3. Support all the activities of team as we strive to become a premium venue, an aspirational venue.

Data Protection

1. Keep all personal details of customers and guests, discreet and confidential, in line with the Data Protection Act 1998.

Customer Focus

1. Continually strive to enhance customer service and provide all clients, potential and returning, with the service levels expected from a premium venue.

The responsibilities in the Job Description are subject to change from time to time to reflect the changes in business requirements.

I confirm that I have read, understood and agreed to comply with duties laid out for the position of Events Administrator

Name.....

Signature.....

Date.....