

PA to the Director of Membership & Development

The Honourable Society of the Middle Temple - City of London

Salary £30,000 per annum

Hours – 37.5 hours a week (may be required to work flexible hours, including occasional evenings)

Steeped in history, 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 practise as Barristers. As well as calling men and women to the bar, Middle Temple is a members' organisation for barristers and provides them with various services and amenities.

In this role you will work in the Membership Department to offer valuable organisational support for the Inns' members. Key components of this varied role will include diary management, letter writing, updating the Inn's new database - ensuring that procedures are followed to maintain and improve data accuracy, supporting the Events team in the planning, development and delivery of key annual events and initiatives; while liaising with other departments. Secretarial duties will be required to support the Inn's Director of Membership and Development to ensure that he fulfils his role as a member of the Inn's leadership team, to contribute to the teamwork of the Membership and Development Department to ensure that it delivers the Inn's strategic plan and functional work plans to achieve our mission to be a membership-focused organisation.

Substantial experience of high quality administration and organisation is required, with previous experience in an events planning/membership organisation useful. You will be intellectually able with the ability to communicate clearly and fluently. You will be a natural collaborator with well-developed interpersonal skills, who is comfortable in the company of very senior professionals, and an IT-literate multi-tasker capable of working independently to prioritise requirements and juggle an ever-changing workload. Experience of working with CMS databases is essential.

Excellent benefits include a pension scheme, private medical and life cover, as well as a generous leave allowance.

To apply, please send a letter with your CV explaining how you qualify for the role and what you would bring to it, to Migena Toci at: recruitment@middletemple.org.uk.

The closing date for receipt of applications is **Friday 9 February 2018**.

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

The Honourable Society of the Middle Temple is an Equal Opportunities Employer.



JOB DESCRIPTION

Job Title:	PA to the Director of Membership & Development
Department:	Membership
Reporting to:	Director of Membership & Development
Location:	Middle Temple, Treasury Office, Ashley Building, Middle Temple Lane, London, EC4Y 9BT
Tenure:	Full time (6 month probation period)
Line manages:	There is currently no line management responsibility for staff
Hours: required	Full time office hours, 37.5 hours per week with some flexibility
Key Objectives:	(1) Personal assistant duties for the Director of Membership and Development and (2) to provide excellent administrative support to members of Middle Temple, administration of member records on the Inn's database.

AREAS OF RESPONSIBILITY:

1. Personal Assistant to the Director of Membership and Development (DMD)

- Screening telephone calls and requests - handling as required.
- Organising and maintaining the DMD's diary and making appointments, following up in advance to confirm appointments and afterwards to make sure the matter is dealt with efficiently and in a timely manner.
- Attending meetings with the DMD as necessary, taking notes and following up after meetings as appropriate.
- Dealing with correspondence, writing letters and taking dictation; dealing with as many of DMD's emails as possible and keeping DMD up to speed on actions dealt with (includes checking all relevant mailboxes DMD has access to).
- Organising and writing agendas for departmental weekly meetings.
- Dealing with incoming email and post, often corresponding on behalf of the DMD.
- Booking and arranging travel, transport and accommodation where necessary.
- Organising office supplies for the department.
- Producing high quality typewritten materials, draft and write letters/emails, memos, reports, agendas, minutes and presentations as required by the DMD.
- Dealing with urgent enquiries and drafting responses to sensitive issues on behalf of the DMD.

2. Membership Office

- The Membership Department's filing - both paper and electronic versions in an organised and efficient manner.



- Coding invoices and logging payments.
- Organising the planning of the annual programme and then liaising with the Events department to update the diary.
- Organising and writing agendas for departmental weekly meetings.
Assist with preparations and action points for Committee meetings, as well as flagging up all Committee papers and reminding all parties of actions that need to be dealt with in advance, including:
 - (i) Membership Committee*
 - (ii) Bench Selection Advisory Committee (BSAC)
 - (iii) Hall Committee
 - (iv) Wine Sub-Committee*
 - (v) Pension Trustees
 - (vi) Charity Trustees
 - (vii) Executive Committee
 - (viii) Parliament

* Committees that DMD is Secretary to.

- Assist with membership-related special events that arise from time to time in the Inn's calendar such as Royal visits, Lord Mayor's visits, and the Survive and Thrive Programme.
- Assist with the Inn's silver and wine collections as required.
- Assist with budgets and activities of the Masters of: Events, Music, Revels, Silver, Wine, Library and Archive.
- Administration of Bench and member records on the Inn's database.
- Administration of the Inn's communication preference updates on the database, ensuring that data protection laws are adhered to
- Any other data enrichment or data validation services as required to increase the accuracy on member records

3. Supporting Colleagues

Maintaining close working relationships with other members of the Membership Team, including the Membership Manager and Director of Membership and Development, and providing cover for team colleagues as necessary.

4. Other

- Undertaking any other duties that may be required from time to time, including, for example, working on new projects, initiatives and events.



PERSON SPECIFICATION

Personal attributes:

1. Has strong personal drive and motivation to succeed as part of a cohesive and effective team.
2. Focused on achievement and continuous improvement.
3. Seeks and welcomes feedback but self-esteem does not require constant positive reinforcement.
4. Open, approachable personality and communication style with colleagues across the Inn.
5. Takes accountability for own actions.
6. Positive and calm temperament even when under pressure.
7. Patience to work in environment where there are multiple stakeholders and change can be slow.
8. Demonstrates the highest level of personal integrity.

Education/Qualifications:

1. Degree level education.
2. High level of IT literacy including CRM database usage.
3. Willingness to learn and develop as required.

Experience:

1. Proven work experience as a Personal Assistant.
2. Experience exercising discretion and confidentiality with sensitive company information.
3. Experience in professional membership organisations or similar relevant environment.
4. Strong focus on customers (both internal and members/potential members) and awareness of impact of own behaviours on the customer relationship.
5. Experience in at least one organisation of comparable scale and complexity.
6. Excellent financial and budgetary discipline by being accountable for financial controls and systems within own remit.
7. Skilled at exploiting existing and new technology to improve working practices.
8. Practiced at, and comfortable with, working with ambiguity while under pressure.

Skills & Knowledge:

1. Strong written and verbal communication skills.
2. Able to understand and be involved in encouraging open, two-way discussion.
3. Able to understand 'the big picture' – the Inn's strategic plan.
4. Excellent judgement.
5. Driven by strong social values and the desire to make a positive difference.
6. Strong communication skills (via phone, email and in-person).
7. Excellent organisational skills with an ability to think proactively and prioritize work.
8. Impeccable attention to detail and time management.
9. High degree of professionalism in dealing with senior professionals inside and outside the company.

Other:

1. Role may involve out of hours attendance from time to time.