

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Records Assistant (Fixed Term Contract)</b>
<b>Department:</b>	Education
<b>Reporting to:</b>	<b>Education Services Manager</b>
<b>Location:</b>	Ground Floor, Ashley Building
<b>Hours:</b>	0900 – 1730 (Mon – Fri), including a one hour break
<b>Position:</b>	Full time

### **Key Objectives**

The Records Assistant has three main areas of responsibility:

- to be an active member of the treasury/education office team by providing reception services to visitors, callers, guests, administrative services to colleagues, selling merchandise, assisting members with preparing membership cards, and other general office tasks.
- to assist the Students Records Officer in managing applications for admissions to the Inn
- to assist the Education Services Manager as requested

### **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 practice 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. Membership queries**

- 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.
- Assisting with sale of tickets, merchandise, till operation and cash handling.
- Inputting data into the membership database with exceptional accuracy.



- Issuing membership cards.
- Assistance with other membership administration as required with particular focus on ticket and stock sales for events, Call to the Bar (the Inn's graduation ceremony), student admission queries and issues.

## **2. Applications for Admission to the Inn – in cooperation with to the Student Records Officer**

- To assist the Students Records Officer in managing applications for admissions to the Inn
- Recording all applications and confirming receipt
- Checking that all relevant documents have been submitted and requesting amendments as appropriate
- Refer any policy matters to the Student Records officer or the Education Services Manager
- Process payment of admission fees
- Input data into the CiviCRM system
- File admission papers and maintain accurate records

## **3. 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 Records Assistant is also expected to provide administrative assistance 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.

## **4. 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**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	University level degree or equivalent.	
<b>Background/experience</b>	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 computerized systems.	Knowledge/Understanding of the Middle Temple/Inns of Court.
<b>Skills</b>	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.	
<b>Personal qualities</b>	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	



	<p>a wide variety of tasks that arise in the Education/Treasury office.</p> <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.

**I have read and agreed this job description**

**Name**.....

**Signature** .....

**Date**.....

**Line Manager**.....