

## **Bench Events & Membership Co-ordinator**

### **The Honourable Society of the Middle Temple - City of London**

#### **Salary - £27k plus excellent benefits**

In this role you will be required to liaise with all Senior Members of The Honourable Society of the Middle Temple (Masters of the Bench or Benchers), ascertaining their event requirements and ensuring that they are met, dealing with the administration associated with Benchers' involvement in such events, assisting with the arrangement of special events from time to time, and related tasks.

Steeped in history, Middle Temple is one of the four Inns of Court and a professional membership organisation responsible for the training and qualification of barristers. It also manages a large heritage estate in central London from which barristers practice. Together with the other Inns of Court, it collaborates closely with organisations such as the Bar Council and Bar Standards Board in supporting the profession of the Bar.

You will work in the Membership Department to offer valuable organisational support for the Inns' Benchers. Key components of this varied role will be planning and coordinating Bench Calls and dining events, supporting the Events team in the planning, development and delivery of key annual events and initiatives; while liaising with other departments.

Substantial experience of high quality administration and organisation is required, with previous experience in an events planning/membership organisation essential. 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 covering letter with your CV explaining how you qualify for the role, what you would bring to it, and why it is a natural career step for you, to Sophie Frankis at: [recruitment@middletemple.org.uk](mailto:recruitment@middletemple.org.uk).

The closing date for receipt of applications is **Thursday 10 January 2019**.

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**

<b>Job Title:</b>	Bench Events & Membership Coordinator
<b>Department:</b>	Membership
<b>Reports to:</b>	Membership Manager
<b>Location:</b>	Middle Temple, Treasury Office, Ashley Building, Middle Temple Lane, London, EC4Y 9BT
<b>Tenure:</b>	Permanent
<b>Salary:</b>	£27,000
<b>Line manages:</b>	There is currently no line management responsibility for staff
<b>Hours:</b>	Full time office hours, 37.5 per week, regular evenings required
<b>Key objectives:</b>	<p>To liaise with all Masters of the Bench (VIP's), ascertaining their event requirements and ensuring that they are met, dealing with the administration associated with Benchers' involvement in such events, assisting with the arrangement of special events from time to time, and related tasks. This does not include private hire events.</p> <p>Updating records in the membership system. Carrying out membership record checks and queries. Assisting with routine enquiries.</p>

**Areas of Responsibility:**

- i) Provision of administrative and support services for Masters of the Bench, ensuring all enquiries are dealt with professionally and logged into the appropriate database or passed to the correct person quickly and efficiently
- ii) Provide assistance to Benchers in any other queries and deal with event bookings and other requests
- iii) Manage attendance lists for Benchers' at Qualifying Sessions and preparing guest information, place cards, toast cards, briefings for the Treasurer and Reader, menu information (where appropriate) and seating plans for each event as required
- iv) Creating and updating crib sheets and event information folders for all Qualifying Sessions, plus other Domus events where required
- v) To manage and develop the bi-annual Bench mailings
- vi) Managing the administration for various events as required e.g. Grand Day, New Silks' events, Amity Receptions/Dinners, Garden Party, Guest Lectures, Seminars and other special events
- vii) Produce seating plans for events ensuring that guests are seated in accordance with hierarchy but also with personal preferences in mind
- viii) Delivery of the Inn's "Tasting at the Temple" series of events, under the supervision of the Membership Manager
- ix) To assist with the organisation and running of the Inn's "Survive and Thrive Programme"
- x) Responsible for the organisation and running of incoming Amity Visits to the Inn
- xi) Provide high levels of customer service for events, ensuring that Benchers needs and requests are responded to promptly with the highest levels of professionalism
- xii) Assisting with the administration of Bench and members records, and other general maintenance of the Inn's database as required
- xiii) To assist with the creation and delivery of Membership marketing campaigns
- xiv) To create and manage financial reports for each and every ODF and QS, ensuring that spending is kept in line with budgets and any errors are spotted and investigated
- xv) Find solutions to needs and problems as they arise

- xvi) Liaison with Bench Widows/Widowers
- xvii) Update the Inn's website as requested with information about events and news, and maintaining Bench profiles
- xviii) Liaise with other departments that are responsible for delivering an aspect of the event to ensure the overall experience is exceptional
- xix) Ensure that Benchers are billed for their attendance at events and liaise with the Finance Department to ensure that this function is carried out efficiently
- xx) Assisting with the updating of the Inn's Social Media content (under the supervision of the Online Services Administrator)
- xxi) To assist with the creation and delivery the Inn's membership publications
- xxii) To assist the Director of Membership and Development and Membership Manager with any membership schemes, when requested to do so
- xxiii) To carry out any other reasonable duties in line with the post as may be required from time to time, and as requested by the Inn's management
- xxiv) May be required to work flexible hours, including occasional evenings and weekends



**PERSONAL SPECIFICATION**

<b>Skills and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Strong administration experience required, ideally within an Events team/environment	Experience in a similar role, preferably within a unique Membership venue
<b>Experience</b>	Proven experience of dealing with very important customers (VIP's) who require impeccable customer service at all times and can be exceptionally demanding  Experienced in managing and working with a wide range of event suppliers with the ability to oversee, devise and manage operational procedures to the highest standards	Experience with dealing with members of the legal profession or judiciary
<b>Skills</b>	Excellent interpersonal skills at all levels and evidence of ability to influence decision-making and builds excellent rapport with customers and colleagues  Ability to communicate effectively and appropriately with people at all levels (including very senior barristers, judges, distinguished individuals from various backgrounds), and to remain at ease in a high profile environment  Excellent prioritisation and time management skills with ability to work under pressure and to tight deadlines	
<b>Qualifications</b>	Educated to A level or above	

*Please note that the list of duties here is not exhaustive. The position of a duty on the list is not necessarily indicative of its importance.*