



Education Office Assistant

The Honourable Society of the Middle Temple – City of London

Fixed Term Contract – 6 months

Circa £20k 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 practise 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 Office Assistant to be the main face of the education office by providing reception services to visitors, callers, guests, and administrative services to colleagues. The Assistant will also be responsible for several ongoing tasks including selling event tickets and merchandise and coordinating a mock interview scheme for student members of the Inn.

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



JOB DESCRIPTION

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| Job Title: | Education Office Assistant |
| Reporting to: | Education Services Manager |
| Direct report: | N/A |
| Location: | Treasury/Education Office, The Honourable Society of the Middle Temple |
| Hours: | 09:30 – 17:15 (Mon – Fri) with some flexibility required |
| Position: | Looking for a Temp Worker to fill the role asap and work with us December 2015 and January 2016, possibility to extend until September 2016. |

Key Objectives

To be the main face of the treasury/education office by providing reception services to visitors, callers, guests, and administrative services to colleagues. The incumbent will also be responsible for several ongoing tasks including selling event tickets and merchandise and coordinating a mock interview scheme for student members of the Inn.

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. Reception Duties, General Member and Visitor Enquiries

- (a) Occupying the main reception desk in the Treasury Office; greeting Visitors and Guests in person and on the telephone in a friendly, courteous and professional manner; answering enquiries and referring to other staff members and areas of the Inn where appropriate.
- (b) Maintaining the general members' email inbox, replying to email enquiries promptly and in a professional manner. Working with colleagues to solve the more complex enquiries that arrive in the members' inbox.

2. Member Services – Ticket Sales, Accommodation Bookings, Membership Cards and Merchandise

Providing services to Student and Barrister Members as follows:

- (a) Selling tickets for events (some regular, some ad hoc), quoting accurate prices and taking note of special requests and dietary requirements; processing payment and ticket production via the membership database.



- (b) Monitoring Student Member attendance at events and recording attendance in the membership system.
- (c) Answering Phone and Email enquiries about the Accommodation ('lodgings') available for members use at Middle Temple; making and amending bookings using the electronic lodgings system.
- (d) Using the membership system to create new membership cards and security passes as required.
- (e) Selling Merchandise (processing sales through the membership system) and overseeing stock, liaising with colleagues to reorder stock and do regular stock take as required.

3. Daily Accounting for the Education Office

At the end of each business day the Education Office Assistant needs to balance the accounting transactions taken that day, making sure the office cash float and credit card transactions balances with the sales and transactions made in the membership system that day. This is expected to be done every day without fail.

4. Coordinating the Mock Pupillage Interview Scheme

During the Pupillage Application Stage (and ad hoc as required) the incumbent will receive requests from student members who have been successful at getting to interview stage at a set of chambers for a mock pupillage interview. The incumbent will match students with barrister members who have volunteered to hold mock interviews with the students, for a valuable practice round before the real interview takes place.

5. Supporting colleagues

Maintaining close working relationships with other members of the Education team and the Treasury Office in general, and providing cover for team colleagues as necessary.

6. Other

The Education Office Assistant is also expected to provide administrative assistance to 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 Administrative Officer 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.



Person specification: Administrative Officer, Middle Temple

| | Essential | Desirable |
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| 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. | |



THE HONOURABLE SOCIETY OF THE
MIDDLE TEMPLE

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| | <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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