

Education Office Assistant

The Honourable Society of the Middle Temple – City of London

Tenure: Full-time, Permanent

£21,500k 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 overseeing ticket bookings for events, 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 and would appeal to those who have recently completed their BPTC studies and are awaiting pupillage.

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

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

If you wish to apply please send your CV and a covering letter explaining why you would like the job to Isabel Corr, HR Administrator at recruitment@middletemple.org.uk.

Please not applications without a covering letter will not be considered.

Closing date for applications: Tuesday 23 April 2019.

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

JOB DESCRIPTION

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

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 overseeing ticket bookings for events, 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 – Events Administration, Accommodation Bookings, Membership Cards and Merchandise

Providing services to Student and Barrister Members as follows:

- (a) Creating, and keeping up-to-date, the annual fixtures list of events for Student/Hall members. Ensuring the website is updated with lecture details for qualifying session events.
- (b) Overseeing ticket bookings for events (some regular, some ad hoc), processing any refunds/amendments as required, and maintaining waiting lists where necessary.



- (c) Monitoring Student Member attendance at events and recording attendance in the membership system.
- (d) 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.
- (e) Using the membership system to issue membership cards as required.
- (f) Selling Merchandise and overseeing the stock and display cabinet in the office, liaising with colleagues to reorder stock when necessary..

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.

Assisting with a number of events on an annual basis which may take place outside of standard office hours. This includes, but is not limited to, Call Days and Open Days.

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:

	Essential	Desirable
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.	



THE HONOURABLE SOCIETY OF THE
MIDDLE TEMPLE

	<p>Motivated, able to work with minimal supervision and use own initiative.</p> <p>Calm under pressure, flexible and adaptable. Willingness to help with 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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