



Education Services 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 practice 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 Services Assistant to be active member of the education team by providing reception services to visitors, callers, guests, and administrative services to colleagues. The Assistant will also be responsible for several ongoing projects including coordinating the Inn's Annual Mooting Competition, Residential Advocacy Training Weekend Retreats, and the department's social media presence, as well as assisting the Training Office.

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
- Experience coordinating projects in a higher education administration context (*desirable, not essential*)



JOB DESCRIPTION

Job Title:	Education Services Assistant
Department:	Education
Reporting to:	Education Services Manager
Location:	Ground Floor, Ashley Building
Hours:	0930 – 1715 (Mon – Fri), including a one hour break
Position:	Full time, fixed term contract until September 2016, also potential for position to be extended beyond September 2016.

Key Objectives

To be an active member of the treasury/education office by providing reception services to visitors, callers, guests, and administrative services to colleagues, as well as coordinating several student experience based activities, including various mootings competitions, advocacy training weekend retreats and running the department's social media. The incumbent will also be responsible for several general office tasks including selling event tickets and merchandise and assisting members with preparing membership cards and security cards.

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. 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. ***This role-taker is expected to be the second in line to answer the phone and greet walk in visitors, after the Education Office Assistant.***
- Overseeing the general enquiries email inbox, responding to or forwarding emails as necessary in an efficient and timely manner.
- Assisting with sale of tickets, car parking permits and merchandise, till operation and cash handling.
- Taking responsibility for the process leading up to and following ticket sales for a number of special events (eg: Carol Service Lunch, CPD Day, Burns Night) including keeping an up to date record of attendees and ensuring the process runs smoothly.



- Inputting data into the membership database with exceptional accuracy. Issuing membership and security 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. Rosamund Smith Mooting Competition

- Providing an up to date application form for prospective participants at the start of the academic year.
- Arranging and hosting an introductory session for all participants prior to the start of the competition.
- Recruiting Judges, booking rooms and organising problem writers for the duration of the competition. Liaising with Masters of Moots when necessary.
- Maintaining an up to date database of participants, judges, moot problems and dates. Handling all administration for the duration of the competition.
- Acting as a first point of contact for all participants, judges and the Masters of the Moots.
- Taking responsibility for the process leading up to and following the Semi-Finals and Final, both held in Hall. Liaising with the Events team to ensure that everything is arranged as needed. Also attending these events to help on the evening.
- Handling all administration for various other mooting opportunities for students, including the Inter Inn moot and moots between Middle Temple and Pepperdine University.

3. Cumberland Lodge and other Residential Advocacy Weekends

- Providing an up to date application form for prospective attendees at the start of the academic year.
- Maintaining an up to date database of attendees, their preferences and requirements. Handling all administration for the advocacy weekends. Accommodating students in line with their date preferences.
- Booking coach travel to and from the location. Ensuring invoices are paid on time.
- Liaising with Cumberland Lodge prior to each weekend.
- Various other administrative duties to ensure that the weekends run successfully.

4. Administration and organisation for regular and annual events

- Providing up to date website information for certain annual events including CPD Day and Open Day.
- Collating information from attendees and maintaining the database allowing for ticket sales and registration for each event. Handling all administration for these types of events.



- Ensuring that an up to date programme is available for attendees. Attending these events to ensure smooth running. Acting as a point of contact on the day: registering attendees, directing around the Inn and any other duties as necessary.
- Regularly monitoring ticket sales for all events and liaising with colleagues about the number of tickets available and deadlines for bookings. Being generally aware of the dates and different booking formats for various events and communicating such information to colleagues accordingly.

5. Social Media

- Maintaining the presence of the Education department on the various social media platforms associated with the Inn. Acting as the social media representative for the Education department.
- Scheduling a variety of posts to go out on specific dates at specific times. Updating social media platforms regularly.
- Ensuring that all content is relevant and up to date. Attending regular social media meetings with representatives from other departments.
- Regular checks for new information to be posted out.

6. 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 Education Services Officer is also expected to **provide administrative assistance to especially the Training Officer at busy times of the year**, as well as 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 Education Services 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.



Personal 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. 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.	



	<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