



Student Records Officer
The Honourable Society of the Middle Temple – City of London
£25,000 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 Student Records Officer to have responsibility for student applications for admission to the Inn and to run the Sponsorship scheme. The Officer will also be an active member of the education team providing reception services to visitors, callers, guests and colleagues as required.

This is an exciting opportunity for someone to join 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.
- Skilled in communicating, both verbally and in writing; be able to write clearly, fluently, concisely and accurately.
- An effective collaborator with excellent interpersonal skills, able to work effectively across different areas of an organisation.

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 Sophie Frankis, Head of Human Resources at recruitment@middletemple.org.uk.

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

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



JOB DESCRIPTION

Job Title:	Students Records Officer
Department:	Education
Reporting to:	Education Services Manager
Location:	Ground Floor, Ashley Building
Hours:	0900 – 1730 (Mon – Fri), including a one hour break
Position:	Full time

Key Objectives

The Student Records Officer has three main areas of responsibility:

- to manage student applications for admission to the Inn
- to run the Sponsorship scheme
- 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 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. Applications for Admission to the Inn

- Record all applications and confirming receipt
- Check that all relevant documents have been submitted and requesting amendments as appropriate
- Refer any policy matters to the Education Services Manager
- Process payment of admission fees
- Input data into the CiviCRM system
- File admission papers and maintain accurate records



2. Sponsorship scheme

- Liaise with and recruit barrister members of the Inn to act as sponsors
- Process applications from students and allocate sponsors accordingly
- Maintain records of sponsor allocations on Civi

3. Membership queries

- Deal with general enquiries from visitors and members whether they are face to face, via email or on the telephone.
- Cover the switchboard – taking calls, responding and directing them appropriately.
- Assist with sale of tickets, merchandise, till operation and cash handling.
- Input data into the membership database with exceptional accuracy.
- Issuing membership cards.
- Assist with other membership administration as required with particular focus on student admission queries and issues, ticket and stock sales for events, and Call to the Bar (the Inn's graduation ceremony).

3. Other

- Use 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 Student Records Officer is also expected to provide administrative assistance the Education Services Manager, the Director of Education and other members of the team when required.
- Undertake 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, including the development of the CiviCRM system.

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 Student Records Officer will have close working relationships with the Education Services Manager, the Director of Education, all colleagues in the Education Office, as well as Directors and colleagues from other parts of the Inn.

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.



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 computerized 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. Collaborative, cooperative and able to make and sustain positive relationships with colleagues. Friendly manner, willingness to represent the ethos of the Inn.	