



Administrative Assistant (Education Department)

The Honourable Society of the Middle Temple - City of London

Salary range £18-21k plus excellent benefits

This role is responsible for the provision of excellent administrative support to the Education department.

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 for the Student's Officer and work closely with the other members of the Education team offer valuable organisational support for their work. Key components of this varied role will be dealing directly with general enquires from members of all levels of the Inn and visitors, assisting the Students' Officer with the administration of student members and applicants and assisting with the sale of tickets and merchandise.

Some experience of high quality administration and organisation is required with previous experience with dealing with members of the public 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.

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

To apply, please send a letter with your CV explaining how you qualify for the role, what you would bring to it, and why it is a natural next career step for you, to Lisa O'Daly at: recruitment@middletemple.org.uk.

The closing date for receipt of applications is **30 July 2014**. **PLEASE NOTE: Applicants must be available to interview on 1 August 2014.**



JOB DESCRIPTION

Job Title:	Administrative Assistant
Department:	Education
Reporting to:	Students' Officer
Location:	The Honourable Society of the Middle Temple
Hours:	Full time office hours, 37.5 per week with some flexibility required

Key Objectives: to provide excellent administrative support to the Education Department and ensure the smooth running of the office by being helpful, highly organised and providing assistance in every day matters.

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.
- Overseeing the general enquiries email inbox, responding to or forwarding emails as necessary in an efficient and timely manner.
- Assisting with sales 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 (e.g. Circuit Dinners, Scholars' Dinner), including keeping a record of attendees and ensuring the process runs smoothly.
- Handling more complicated lodgings enquiries and the associated administrative work.
- Inputting data into the membership database with exceptional accuracy.
- Assistance with other membership administration as required, particularly;
 - Ticket and stock sales for events
 - Call to the Bar (the Inn's graduation ceremony)
 - Student admission queries and issues

2. Education Administration

- Administration of proximity cards for staff, contractors, visitors etc.
- Handling the administration of the Inn's Mock Pupillage Interview Scheme.
- Assisting the Students' Officer with the administration of members and applicants disciplinary cases.
- 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.
- Providing general assistance to the Director of Education Services and the Students' Officer as required.
- To carry out any other reasonable duties in line with the post as may be required from time to time, including attendance at promotional events, both internally and externally.

Person specification:

	Essential	Desirable
Qualifications	A levels or equivalent education	University level degree or equivalent
Background/experience	Solid administration background. Experience of dealing with members of the public and working in a front of house or customer facing role.	Previous experience working with database programmes. Experience of working with customers within the legal profession.
Skills	High-level organisational, planning and administrative skills with the ability to manage conflicting and competing demands effectively. Highly proficient in all Microsoft programmes, particularly Word, Outlook and Excel. Excellent communication skills, both oral and written. Good numerical skills.	
Personal qualities	Highly customer service-oriented. Calm under pressure, patient and measured.	

Person Specification (continued)

	Essential	Desirable
Personal qualities (continued)	Exceptional team player with the ability to collaborate effectively with people at all levels. Additionally, gain trust and confidence of colleagues and sustain positive relationships. Ability to use initiative to solve problems and find resolutions. Discretion and tact. A flexible approach to work and ability to meet deadlines.	

Important:

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 (PRINT) _____

SIGNATURE _____

DATE _____

LINE MANAGER (PRINT) _____

SIGNATURE _____

DATE _____