JOB DESCRIPTION

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| **Job title** | Education and Training Administrator |
| **Reports to** | Education Operations and Project Manager |
| **Location** | London (hybrid working available) |
| **Overall purpose of role** To provide administrative support to the Education and Training Department to enable the department to deliver an extensive programme of outreach and educational activities for school students, undergraduates, student barristers, pupils and practising barristers. |
| **Key Responsibilities –** *Office support** Support the effectiveness of the office environment, by ordering stationery; maintaining stock levels; and liaising, when required, with other departments and external suppliers.
* Organise the office and storerooms to ensure the safe and effective storage of materials.
* Record and manage office expenditure within allocated budgets.

*Operational Delivery** Input data into the Inn’s systems and draw reports from those systems as required.
* Ensure records are maintained and kept up to date in line with regulatory, GDPR and retention policies.
* Act as secretary for the Inn’s education focused committees, inclusive of the preparation and circulation of papers, minute taking and arrangements for meetings.
* Format and upload educational materials onto the Inner Temple eLearning Hub.
* Manage sections of the Education and Training Department’s webpages.
* Assist with the population and maintenance of the department’s online knowledge base.

*Educational and Outreach Activities* * Prepare resource packs and materials for educational events, outreach activities and scholarship interviews.
* Assist with event management, including confirming dates, booking rooms, ordering catering, and booking accommodation and travel.
* Register the attendance of delegates and support the smooth running of events.
* Assist with the preparation of materials for Call to the Bar ceremonies.

*Administrative support to Director of Education** Provide administrative support to the Director of Education, notably the formatting of reports and organisation of meetings.

*Customer Service** Respond to external enquiries via telephone, email and in person.
* Assist with managing and responding to enquiries that are submitted to the department’s helpdesk.
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| *Other Responsibilities*The members of the Education & Training Department work as a team and while certain tasks have been allocated to specific individuals and sub-teams, it is important that all members of staff work together and support one another, especially when the workload in any one area is particularly heavy. The role requires occasional evening and weekend work to support the facilitation of educational activities. These dates are arranged in advance.GeneralTo be responsible for your own health and safety and that of your colleagues, enacting Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it. To uphold the requirements of the General Data Protection Regulations and Data Protection Act 2018. To maintain required levels of confidentiality regarding information that you come to possess in the course of your work which is commercially or personally sensitive..To be inclusive and equitable in your treatment of any parties you engage with through your duties, upholding our policies and procedures and ensuring that we act as an equal opportunities employer and in accordance with the Equality Act (2010). |
| **Key Relationships & Stakeholders** |
| * The role reports to the Education Operations and Project Manager.
* The role requires close working relationships with all members of staff in the Education and Training Department.
* The role will also support the work of the Director of Education.
* The role requires working closely with the other departments at the Inn.
* The role will require working closely with the Inn’s members and volunteers.
* Good working relationships are required with external suppliers and service providers.
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Person Specification

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| **Experience and knowledge** | **Essential or****Desirable** | **Assessment method****(Application/Interview/Test)** |
| Office support experience.  | Essential | Application/Interview |
| Experience of providing administrative support for events and activities. | Essential | Application/Interview |
| Excellent IT skills, particularly Microsoft Office as well as video conferencing software such as Zoom. | Essential | Application/Interview/Test |
| Basic knowledge of data protectionrequirements and the ability to understand and apply GDPR principles.  | Essential | Interview |
| Experience of website administration. | Essential | Application/ interview |
| Experience of working in a membership organisation.  | Desirable | Application/ interview |
| Experience of acting as a secretary and taking minutes.  | Essential | Application/ interview |
| Experience of database administration. | Essential | Application/ interview |
| Experience of financial reconciliation.  | Essential | Application/ interview |
| **Skills and Attributes** |  |  |
| Effective communication skills, both written and verbal | Essential | Application/Interview/Test |
| Customer services experience | Essential | Application/Interview |
| Attention to detail. | Essential | Interview |
| Ability to prioritise and manage own workload, taking responsibility for timeliness of work delivered. | Essential | Interview |
| Teamwork | Essential | Interview |
| Problem solving skills. | Essential | Interview |
| Able to work autonomously, seeking feedback and guidance when necessary.  | Essential  | Interview |