

Accreditations Administrator

Job purpose: Support the administration of Law Society accreditations; the organisations leading educational and learning offering. Be the first point of contact to members in the application process and provide high quality support and guidance to members, as well as colleagues within the business. Manage a case holding of applications throughout the application and assessment process, liaising with members and external assessors to deliver within service level agreements. Contribute to one of the organisations most important teams for increase member satisfaction.

Key Accountabilities:

- Take responsibility for managing a large case holding of applications and processing all applications end to end within agreed service level agreements
- Organising and scheduling own workload to ensure personal and team targets are met
- Deliver all work to a high accuracy, getting things right first time
- Communicate effectively and confidently, using The Law society tone of voice, with senior legal professionals in a polite and authoritative manner to ensure external suppliers and stakeholders meet their deadlines
- Informing applicants of the outcome of their application or requesting further information to progress the application
- Provide excellent customer service at all time and handle and resolve daily enquiries in respect of membership services via both telephone and email
- Understanding of vetting processes including credit and DBS checks
- Maintaining membership management systems, including excel databases and the CRM system
- Dealing with enquiries about and providing administrative support for other Membership Service processes, when necessary
- Providing a telephone support service, ensuring calls are directed to appropriate area of the business when necessary • Undertaking ad hoc tasks requested by the management team

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Knowledge, skills and experience

Essential

- Educated to A level or equivalent
- Proven administrative experience with an intermediate to advanced knowledge of Microsoft Office applications including Excel, Word and Power Point, Microsoft CRM and AX Dynamics.
- Excellent written and oral communication skills, maintaining highly professional and courteous manner at all times
- Ability to communicate confidently, effectively and authoritatively to senior legal professionals
- Ability to confidently deliver high quality customer service and handle customer enquiries with tact and diplomacy
- Ability to organise own workload, work to tight deadlines and prioritise effectively
- Excellent attention to detail; accuracy and quality conscious; committed to getting things right first time
- Ability to comfortably use initiative in a busy environment to assist members, as well as willingness to undertake routine work where necessary
- Effective team player with ability to develop positive relationships with team members, external and internal stakeholders to deliver a high-quality service
- Basic understanding of operational excellence and process improvement to deliver excellent customer service

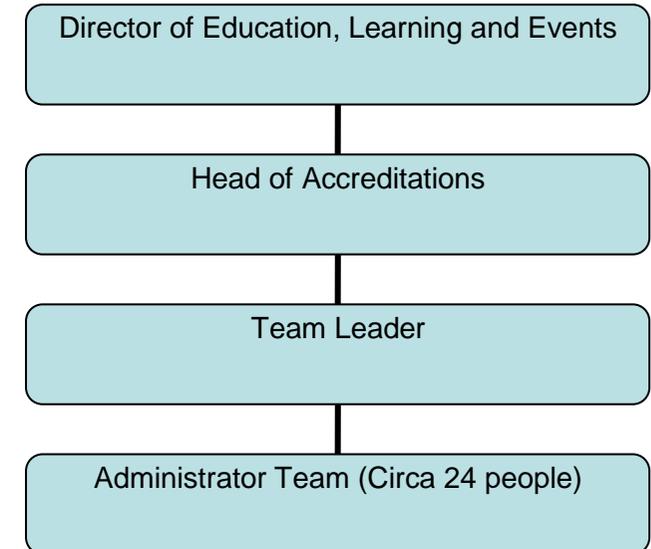
Desirable

- Experience of working in, or an understanding of the workings of a membership environment
- Knowledge of accreditation schemes and application processes within a professional development environment
- Experience of legal professional practice and/or other professional/member services

Dimensions

- Largely customer service and administrative in nature, the post holder will be required to provide excellent customer service always, demonstrate a professional and authoritative manner and work effectively in a multi-functional team
- Communication lines with members of the service, external consultants and assessors, internal and external stakeholders such as lenders, insurers, law Firms applying for registration, other departments of the Law Society during their work (finance, post and print rooms, meetings & events, etc.)

Organisational Chart



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