

Job title: Subscriptions and Circulations Executive

Job purpose:

To provide a comprehensive circulation, subscription and enquiry service for the Gazette and Litigation Funding magazines. Liaising with the Finance Department compile circulation data for the annual ABC audit accreditation.

Key Accountabilities



The Law Society

- **Maintain** subscriptions database, dealing with queries from the legal profession and members of the public.
- Responsible for compiling circulation data for annual ABC audit accreditation.
- Reconcile and process subscriber payments to ensure customers receive the relevant magazine via AX.
- Liaise with mailing house regarding complaints for non-delivery of Gazette. Resolve complaint as soon as possible.
- Generate and supply mailing house with weekly Gazette data, including any inserts.
- Deputise for Supervisor, Circulation & Subscriptions when required.



Knowledge, skills and experience

Essential

- Good PC skills, IT skills and knowledge of a variety of software systems including, WORD and EXCEL.
- Demonstrable office experience in customer service or sales environment.
- Accuracy and attention to detail essential.
- Excellent communication skills, dealing with customers at all levels, resolving complaints sympathetically.

Desirable

- GCSE 'A' Level with English and good numerate skills.
- Knowledge of Abacus Advance.
- Good working knowledge of The Law Society and its functions.
- Self-motivated and a good team worker.

Planning & Organising

Plan ABC audit in order to meet deadline. Provide proof to the Auditors of solicitors on the Roll at time of ABC audit. Complete on line audit requirements for processing by ABC Auditors and resolve any queries, which may occur during the audit.

Dimensions

Operating environment

Part of a team of two responsible for enquiries from all areas within the legal profession, private subscribers and members of the public. Daily updating of databases, working to publishing deadlines for weekly print circulation of 105,000 copies of the Gazette, the official



Journal of the Law Society. Manage Email Boxes for Gazette, Litigation Funding and Box Replies, ensuring client confidentiality.

Liaise with distribution agents to amend delivery outlets and investigate non-delivered returns.

Financial responsibility

Receive and enter cheques, debt/credit card payments for subscriptions, enter cheque payments on Finance AX system and set these up/renew on Subscriptions database.

Analytical Responsibility

Ad hoc Problem solving.

Location

Chancery Lane, London.