



ADMINISTRATOR

Job purpose:

To provide a high quality service to internal and external customers.

Key Accountabilities

- To handle and resolve daily enquiries in respect of The Law Society's product portfolio
- Processing initial and renewal accreditation applications, applying the risk scoring process and informing applicants of the outcome or the need for further information when necessary
- Processing Section member registrations, renewals, transfers and cancellations
- Maintaining membership management systems
- Generating and receipting purchase requisitions on behalf of the Commercial Affairs directorate when necessary
- Arranging couriers, travel/accommodation, booking internal/external courses and placing stationery orders when necessary
- Dealing with enquiries about and providing administrative support for the Joint Tribunals and Arbitrations processes when necessary
- Undertaking the annual royalty payments process when necessary
- Handling requests for and the ordering of Law Society Membership Cards when necessary
- Maintaining the Multi Party Actions (MPAs) database when necessary.
- Recording Group Litigation Orders when necessary
- Assisting with the preparation of FAQs, which are published on the Law Society web site and in the Gazette as a means of promoting the service to solicitors when necessary
- Providing a signposting service, (for example 'pastoral care') through helpline technology when necessary
- Providing a telephone support service, ensuring calls are directed to appropriate area of the business when necessary
- To be the Interface with external auditors and assessment bodies. To arrange any firm audits or inspections as required and instructed by the Manager
- Undertaking ad hoc tasks requested by the Manager.



Knowledge, Skills & Experience

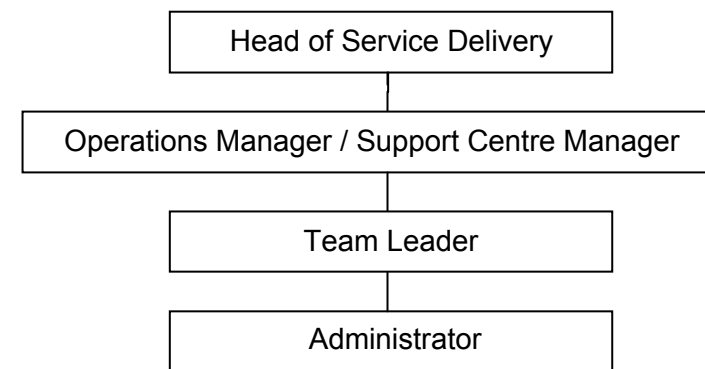
Essential

- Educated to A level or equivalent including English and Mathematics
- Proven administrative and secretarial experience with an intermediate to advanced knowledge of Microsoft Office applications including Access, Excel, Word and Power Point or similar package in windows environment.
- Keyboard skills – 50wpm
- Excellent written and oral communication skills, maintaining highly professional and courteous manner at all times
- Ability to 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
- Attention to detail; accuracy and quality conscious
- Ability to use initiative in a busy environment, 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
- Strong numeric skills

Desirable

- Experience of working in, or an understanding of the workings of a Committee environment and the provision of a full Secretariat service
- Ability to manage routine financial activity associated with a membership/subscription service and benefits delivery operation.
- Experience of legal professional practice and/or other professional/member services

Organisation Chart





Dimensions	
<ul style="list-style-type: none">• Largely administrative in nature the postholder may be required to provide ad-hoc help line support• The postholder must deliver advice in a professional and authoritative manner.• 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 in the course of their work (finance, post and print rooms, meetings & events, etc.)	