



The Law Society

## Events and Training Administrator

**Job purpose:** To provide effective and efficient administrative support to the events and training unit within the Law Society Membership Services Directorate.

### Key Accountabilities

1. Process delegate booking forms for Events on a daily basis, by accurately entering information into the Events booking system (Evocos) within the timescales stated in the Service Level Agreement (Customer Service Standards).
2. Ensure cheque payments are processed on a daily basis and coded to the correct financial accounts. Ensure BACS payments are correctly accounted for on a weekly basis, and coded to the correct financial accounts. Manage the refund process for cancelled event bookings.
3. Fully manage the administrative processes and customer service for the Law Society's Admission Ceremony programme (25-30 events per year). Responsibilities include managing the online booking system, processing credit card payments, handling all telephone and email enquiries within the timelines stated in the Service Level Agreement to a high level of customer service, and preparing reports, certificates and registration sheets for each ceremony.
4. Produce and process purchase orders and invoices on behalf of the Events, Venue Hire and e-learning teams using AX Dynamics within the timelines stated in the Service Level Agreement.
5. Understand and execute the month-end finance reporting on behalf of CH&Co (Venue Hire) including production of monthly internal catering costs, monthly forecast report from Rendezvous and raising the appropriate POs and invoices within the timescales set out in the Service Level Agreement
6. Generate reports for payments received via cheque, BACS and credit card on behalf of Events within the timelines as stated in the Service Level Agreement
7. Provide adhoc admin support to the Events and e-learning teams.
8. Produce correspondence in accordance with the Law Society standard procedures to a high level of accuracy laid out in the Customer Service Standards.
9. Work as an integral member of the team, supporting colleagues as required, provide cover and assistance to other members within the team at the Manager's discretion.

### Knowledge, Skills & Experience

**Essential**

- Proven organisational and administrative skills
- Proven ability to work with purchase ordering and finance invoicing systems, chase debt and related finance related tasks
- Proven ability to produce and understand complex financial reports • Experience of all Microsoft Office packages.
- Experience of working with databases to a high level of accuracy
- Experience with customer service especially over the telephone or via

email

- Ability to mail merge from all software packages.
- Excellent time management skills: ability to plan, multi-task and prioritise work to ensure that all activities are completed within strict deadlines
- High degree of accuracy and attention to detail for processing booking forms, issuing refunds or crediting income.
- Proven flexibility in multi-tasking and managing a myriad of tasks
- Excellent communication skills, both written and oral as well as a professional telephone manner.
- Ability to cope well under pressure
- Proven ability to work effectively within a team to support others
- Ability to liaise with people at all levels, internal and external to the organisation

**Desirable**

- Experience of working within a fast-paced Events team

**Planning & Organising**

Ability to produce accurate work to a high standard as set out in the SLA. Ensuring all forms are processed without error and within the agreed timeframes. Contacting delegates where information is missing and working with finance to provide seamless customer service through the booking journey.

To be proactive and deal with queries in the absence of the manager. This role may at times require some independent working and on the spot decision making. The candidate must be knowledgeable and confident enough to feel confident in these situations.

Juggling the demands and competing deadlines for a busy unit that covers three areas can be challenging. It is essential to communicate clearly with fellow team mates so that the work is prioritized appropriately for the different activity and that all SLA and other deadlines are achieved.

The post holder is expected to show excellent time management skills to ensure that business as usual tasks are completed and managed according to the SLAs while also delivering on other tasks as assigned and ensure deadlines for both sets of tasks are met.

**Dimensions**

The team as a whole is responsible for organising more than 400 events a year. The person in this role will be responsible for performing a range of tasks relating to supporting the events and publications business unit. The work will involve processing 30+ booking forms a day, raising invoices and issuing refunds while also responding to email and phone enquiries.

The position reports to one of two Events Managers in the Events Unit, but the work may at times cover administrative support for the whole unit.

The post-holder will be expected to liaise with and manage relationships with people at varying levels from a wide range of teams within the Law Society and external speakers, sponsors, exhibitors, delegates and suppliers. They will be expected to interact appropriately and communicate effectively with people from all levels from across the organisation as well as senior professionals who speak and attend the events organised by the team.

Financial responsibility - The post holder will be issuing invoices, handling POs, refunds, credit card payments, debt chasing, payment reconciliation, issuing credit notes and producing complex financial reports

#### Location

The post of Events & Training Administrator is office based at the Law Society, Chancery Lane, London.