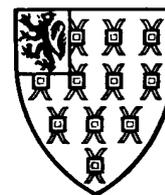


Lincoln's Inn



Job Description

Job Title:	Receptionist & Education Assistant
Department:	Education
Reporting to:	Student Dining & Reception Manager
Responsible for:	Not applicable

Post Objectives

To undertake receptionist and general administrative duties including dealing with enquiries, data entry and assisting with the administration of education events and activities.

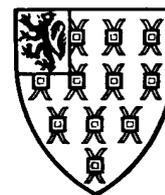
Main Duties

The following list of duties is indicative of the nature of the post. Priorities, time-scales and standards will be set in agreement with management, recognising the level of professional competence of the post-holder.

1. To provide quality front line receptionist service to members, visitors and staff, including operating the Inn's switchboard, dealing with general enquiries and receiving and distributing deliveries.
2. To assist the Student Dining & Reception Manager in all aspects of the booking process and recording of information for the student education events and to provide cover for the Manager, as required.
3. To create electronic surveys for education events, collate responses from both electronic and hardcopy surveys and produce reports on the results.
4. To administer the students' marshalling scheme by maintaining the list of those judges willing to provide placements, arranging recruitment of new judges to the scheme and arranging placements for individual students.
5. To assist in the maintenance of records on the Inn's database.
6. To assist in running the Inn's social media platforms, producing email newsletters and mail shots, and maintaining and updating the relevant sections of the Inn's website.

7. To assist others in the Education Department in the administration of Inn events and activities.
8. To maintain a good knowledge of the general duties undertaken across the Education Department and the Inn and the services provided to members, tenants and residents.
9. To work in a helpful and professional manner with the Education department, other departments, members (including senior professional people) and external contacts.
10. To assist with general departmental administration, including but not limited to handling emails coming into the general departmental email and maintaining the departmental calendar.
11. To occasionally attend events at the Inn to assist in their smooth running as required which will require evening working for which Time Off In Lieu (TOIL) will be awarded. The amount of evening working required will vary throughout the year.

Lincoln's Inn



Person Specification

Job Title: Receptionist & Education Assistant

Department: Education

Criteria

1. At least 6 months previous experience in a receptionist role within a busy working environment.
2. Ability to provide effective clerical and administrative support with a positive 'Can Do' attitude.
3. Experience of working well in a team and developing productive relationships.
4. Willingness to help and support team members including being flexible to business demands.
5. A confident communicator with excellent written and verbal communication skills, capable of communicating effectively with a wide range of people and to deal with difficult customers politely.
6. Ability to use own initiative and prioritise a busy workload with minimum supervision.
7. Ability to work under pressure with a customer focus and deal with demanding situations calmly.
8. Good organisational and planning skills with the ability to deal with various tasks which may be repetitive.
9. Ability to use IT extensively including databases (Essential: Word, Excel and Outlook. Desirable: CRM databases).
10. A highly developed attention to detail.
11. Ability to demonstrate honesty and integrity in everything.