



JOB DESCRIPTION

Our Mission:

The Law Society will strive to guarantee:
to the public – access to high quality legal services;
to solicitors – vigorous promotion of their interests; and
to society – a leading voice on law reform

1. JOB TITLE.	CPD Centre Co-ordinator	JOB REF:
Directorate & Business Unit	Events and Publications, Commercial Affairs	

2. REPORTING RELATIONSHIPS

Responsible to: (Immediate Director/Manager job titles)	Publishing Manager
Other reporting line (e.g. to committee/board/project manager)	NA
Responsible for: (No. & Job Title)	NA

3. MAIN PURPOSE OF JOB:

To provide a high level of customer service to solicitors, other lawyers and course providers using the Society's online CPD portal and support the publishing manager in delivering a range of online CPD courses and webinars.

4. KEY RESULT AREAS:

- Responding to queries about the online CPD portal from lawyers via email, telephone and mail.
- Maintaining a log of the most common queries for inclusion in the frequently asked questions area of the portal.



- First line troubleshooting of problems experienced by users of the portal and escalation of more significant problems to the publishing manager.
- Handling refunds to customers in line with agreed terms and conditions.
- Collating management information about the performance of individual courses and the portal generally at regular intervals as directed by the publishing manager.
- Uploading course information supplied by course providers to the directory function of the CPD portal.
- Liaising with webinar presenters and relevant Law Society staff to ensure the smooth running of the Society's programme of webinars.
- Acting as a point of contact for queries from course providers.

5. KNOWLEDGE, SKILLS & EXPERIENCE

Education/Qualifications

Educated to A level standard or equivalent.

Experience

Experience of working in a customer service environment, preferably dealing with members of a profession.

Experience of working with web sites and databases preferable.

Working knowledge of Microsoft Word, Excel and email.

Special Skills/Abilities/Aptitudes

Ability to communicate effectively both orally and in writing with lawyers and course providers.

Ability to work under pressure and to work on their own or as part of a team.

Organised and methodical approach to work and ability to plan and prioritise to ensure that all activities are completed within deadlines.

Good knowledge of Microsoft Word, Excel and email.

6. CONTEXT AND DIMENSIONS

Operating Environment

The post is office-based, although the post holder may occasionally visit course providers.

**Departmental Information**

The Publishing department consists of seven other members, namely a webinar producer, two commissioning editors, a senior commissioning editor, production and editorial manager and a production editor. The work of the department is under the overall direction of the publishing manager.

Management Responsibility

The post has no management responsibility for other staff. The post holder will be expected to manage relationships with customers and course providers.

Financial Responsibility

The post is responsible for handling customer refunds and cheque payments.

Office Location

2nd Floor, Law Society Hall, 113 Chancery Lane, London WC2A 1PL

7. COMPLEXITY & CREATIVITY:

This section is intended to describe the types of problems that the jobholder is required to solve during day-to-day work. Complexity may be judged by the variety and type of these problems and creativity by the degree to which one is able to work within previous experience. Please indicate, and provide one or two short examples to illustrate, where appropriate :

- Type and range of problems that your individual job requires to be solved
- The elements of the job that are particularly mentally challenging
- State the extent to which others are involved and the degree of supervision or guidance the post-holder receives

- The post holder will be expected to provide support for approximately 60 online CPD courses and webinars per year.
- The post holder will need to deal with customer enquiries on a daily basis, being their first contact with the Law Society for an online CPD course or webinar. These queries are likely to include lost passwords, difficulties with registering, eligibility for free courses etc
- The post holder will need to develop and maintain good working relationships with internal staff and external CPD course providers.



8. JUDGEMENT, RESPONSIBILITY & DECISIONS

This section is intended to describe the degree to which there is freedom to make decisions and the impact that such decisions may have on Law Society or business unit results.

Please indicate:

- Type of decisions there is discretion to make and which are regularly made
- Type of decisions normally referred to a supervisor before action
- Impact in terms of improved service, increased efficiency etc that effective decision-making may have

- The post holder will be expected to handle customer queries, manage difficult customers and be aware of when a complaint needs to be escalated to the publishing manager.
- The post holder will be responsible for handling the refund process in accordance with terms and conditions set.
- The post holder will be expected to suggest improvements/efficiencies in processing systems that could result in better customer experience

9. CONTACTS & COMMUNICATIONS

This information concerns the people with whom the jobholder deals, other than the immediate manager or colleagues, and the type of contact. Please indicate:

- Main contacts, both within the organisation and outside (by job title)
- The level, frequency and importance (criticality) of the contact
- Any involvement in negotiations, persuasion/influencing of people, e.g. customers, suppliers, solicitors etc

The post holder's main contacts will be:

External
Solicitors and other lawyer customers of the online CPD portal.
Course providers.

Internal
Webinar producer
Events team
Finance staff.



10. DECLARATION:

This is a description of the job as it is at present. It is the practice of the Law Society to review job descriptions annually to ensure that they relate to the job as then being performed or to incorporate whatever changes are being proposed.

This review will be carried out by the Director/Manager in consultation with the jobholder, who will be expected to participate fully in such discussions. It is the aim to reach agreement to reasonable changes, but if agreement is not possible the Director reserves the right to decide on changes to the job description commensurate with the job-holder's position in the organisation.

Completed by	Name (Director/Manager)	Signed	Date
	Name (Staff Member)	Signed	Date
Date of Review	Signature (Staff Member)	Signature (Director/Manager)	Date
	Signature (Staff Member)	Signature (Director/Manager)	Date