



The Inns of  
Court College  
of Advocacy

## **JOB DESCRIPTION & PERSON SPECIFICATION**

### **Admissions Manager (12-month maternity contract) 0.6FTE**

#### **The Council of the Inns of Court and the Inns of Court College of Advocacy**

The Council of the Inns of Court (COIC) is a charity with the object of advancing education in the administration and practice of the law, including promoting high standards of advocacy. COIC advances this principally through the activities of the Inns of Court College of Advocacy (ICCA) which provides leadership, guidance and co-ordination in relation to the pursuit of excellence in advocacy and professional ethics for barristers. The role of the ICCA has now expanded to include the initial vocational training of barristers.

#### **The Bar Course**

Reforms introduced by the Bar Standards Board (BSB), permitted the development and delivery of a radically different Bar Course – the essential qualification required for a career as a barrister – with the aim of increasing flexibility, accessibility, affordability and sustaining high standards in the delivery of Bar training.

The ICCA, on behalf of COIC, delivers a new two-part Bar Course which features innovative admissions policies to attract a diverse cohort of students. Features of the course are the high-quality materials and a flexible approach to learning. The cost of training is split into two distinct parts, one of which is an entirely online knowledge course before embarking on the more costly aspect of skills training.

The ICCA's first Bar students commenced the online course (Part One) in September 2020 and began their skills course in March 2021. Both parts of the ICCA Bar Course are delivered twice a year. There is one recruitment window every year.

## The Role

The ICCA seeks an **Admissions Manager (AM)** to assist with the development and smooth operation of the applicant-facing registry functions of the ICCA.

The role encompasses all aspects of the application process, and the provision of high-quality support and advice to academic colleagues involved in the selection process. The postholder will work closely alongside the Student Services Manager who is responsible for all student-facing registry functions of the ICCA.

The role of AM offers a unique opportunity to support the development of effective and efficient administrative processes that fully satisfy all regulatory requirements, while maintaining a genuine focus on streamlining and enhancing the applicant experience. The AM will work to refine these processes as application numbers grow, embedding a culture of continuous improvement in service levels and professional support.

## Key Responsibilities:

Reporting to the ICCA Operations Director, the AM will have responsibility for:

- Together with the SSM, ensuring a professional and welcoming contact point is provided for all visitors to the ICCA offices (the 'hub') and those contacting the ICCA by telephone, including those seeking pastoral or careers support.
- Promptly and professionally dealing with all communications received from prospective students and applicants, such as queries regarding eligibility, availability for interview, and requests for feedback.
- Effectively and sensitively handling applicant casework, including reasonable adjustments, offers, waiting lists, visa enquiries, and complaints and appeals.
- Creating and maintaining accurate applicant records from pre-application through to the end of enrolment; ensuring all data is up to date and maintained to the highest standards on the ICCA's application system (currently HEI Apply software). Working with the Student Services Manager and other ICCA staff to ensure applicant data is correctly transferred to the Registry's student data management system at the end of the enrolment process.

- Working collaboratively with members of the Registry team, ensure effective and robust operating processes are delivered in relation to all aspects of applicant administration and support.
- Providing authoritative advice to colleagues at all levels and students on the ICCA's admissions processes, policies and regulations, ensuring compliance at all times.
- Responsibility for providing effective support to committees and working groups covering admissions processes including the preparation and circulation of agendas and associated documentation, producing Minutes, and driving progress by following up and reporting on agreed action points as appropriate.
- Playing a key role in the ICCA's recruitment, admissions and selection events.
- Continual monitoring, reviewing and improving of service levels; including by the use of user surveys, post-process reviews and the use of key performance indicators where appropriate.
- Working collaboratively with the SSM, act as joint line manager of the Registry Administrator(s), ensuring they are effectively managed, supported and developed.
- Assisting with the workload of the SSM while they are away from the office (on annual leave, for example).
- Any other reasonable duties as required.

## **Person Specification:**

- An overview and understanding of applicant and/or student administration and the business processes underpinning this, preferably gained through vocational experience in Higher Education. Direct experience of one or more of the following key areas:
  - i. admissions;
  - ii. enrolment and records;
  - iii. examinations and assessment;
  - iv. academic quality assurance and committee support;
  - v. faculty and/or departmental support;

- Experience of working in a customer-focused role, ideally in HE, involving regular interaction with applicants, students or customers. Demonstrable desire to understand the user experience and exceed their expectations regarding delivery and communication of services.
- The ability to understand and interpret complex regulations and policies, and communicate these effectively to applicants and colleagues at all levels. This includes large-scale communications and providing information and guidance to applicants sensitively on a one-to-one basis, using a variety of tools and methods.
- A collaborative approach that maintains strong working relationships between administration and academic functions.
- Experience in using a Student Information System (or similar), and an understanding of how high levels of data quality enable core registry functions throughout the student lifecycle.
- Experience in managing and delivering administrative processes to deadlines, maintaining high levels of accuracy and proactively identifying and working to resolve issues. Ability to prioritise conflicting demands, scheduling and planning work in order to meet deadlines.
- An understanding of the importance of effective business continuity measures, including the use of skills matrices, standard operating procedures and a programme of cross-training for staff.
- A flexible approach, including the willingness to attend early morning, evening and occasional weekend meetings and events as and when necessary.

## **The Contract**

COIC is seeking to appoint the Admissions Manager on a fixed-term 12-month contract from February 2022. There will be a three-month probationary period.

- Fixed-term 12-month contract 0.6 FTE
- Salary £35,000 per annum (pro rata)
- 25 days paid holiday plus bank holidays
- Death in Service Benefit
- 15% Defined Pension Contribution by the employer (after 3 months)
- Private Health Insurance (after completion of probation)
- 33 Chancery Lane, London WC2A 1EN

- We welcome applications from those seeking flexible working arrangements

COIC values equality and diversity and is committed to ensuring its processes and procedures are fair, transparent and free from unlawful discrimination.