JOB DESCRIPTION & PERSON SPECIFICATION

Student Systems and Data Officer (Maternity Cover)

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). The role of the ICCA has recently expanded to include the initial vocational training of barristers.

The Bar Course

The ICCA has developed 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 now delivers a not-for-profit 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, with the knowledge-based content delivered entirely online prior to students commencing the face-to-face skills course.

The ICCA's first Bar students commenced the online course (Part One) in September 2020 and completed their skills course (Part Two) in August 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 a Student Systems and Data Officer (SSDO) to provide front-line support to the ICCA's student systems, ensuring they are maintained and enhanced to meet users' needs.

The SSDO shall have oversight and ownership of support incidents, with insight and troubleshooting skills to see them through to resolution.

They will work collaboratively with a wide range of internal colleagues, external suppliers and stakeholders to prioritise and comprehensively test system upgrades and development efforts.

The SSDO will support the provision of high-quality data reporting and analysis to internal and external stakeholders.

Key Responsibilities

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

1. Providing key operational business support/coordination to the ICCA's student systems (Tribal's *ebs* and Action Starter's *HEI Apply* application system);

2. Managing student systems support queries and issues, and initiating the response to these in order to progress and conclude the queries/issues as appropriate, liaising with third-party suppliers as to technical requirements and support;

3. Planning and carrying out software testing after student system software upgrades undertaken by the third-party software suppliers;

4. Coordinating and diarising internal and external data and reporting arrangements from student systems;

5. Ensuring the College's statutory student data reporting for various HESA student-related returns is completed on time, utilising external consultancy/support as necessary;

6. Contributing to the ongoing development of business processes, procedures and working practices within the wider team to support continuous improvement and optimum efficiency;

7. Maintaining user access permissions to student systems and data on various platforms;

8. Developing and delivering user training and support;

9. Co-ordinating system roll-forward for a variety of data sets in the student management and application systems, ensuring system functionality is maintained;

10. System archiving and data retention;

11. Undertaking any other duties as may be required, in line with the grade and nature of the role.

Person Specification

- Experience in the administration or business support of a large relational database, ideally a student record system;

- Willingness to quickly learn new software systems and processes

- Clear analytical and logical approach to problem-solving;

- Educated to degree level or equivalent or at least 3 years' employment experience across a range of roles with increasing levels of responsibility;

- Ability to assimilate and process new information quickly;

- Ability to work independently and with initiative but to also operate successfully in team and wider collaborative contexts;

- Ability to simultaneously work on multiple projects and to tight deadlines;

- Experience of communicating effectively verbally and in writing;

The Contract

COIC is seeking to appoint the SSDO on a fixed-term maternity cover contract until 17 January 2023. There will be a one-month probationary period.

- Salary £35,000 per annum
- 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)

The post is full time but job share will be considered. A flexible working policy is in operation.

The ICCA is based at 33 Chancery Lane, London WC2A 1EN.

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