



The Inns of
Court College
of Advocacy

JOB DESCRIPTION & PERSON SPECIFICATION

Head of Registry

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, by promoting high standards of advocacy and by enforcing professional standards of conduct amongst barristers. COIC advances the former through the activities of the Inns of Court College of Advocacy (the ICCA) and the latter through the work of the Bar Tribunals and Adjudication Service (BTAS).

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 Inns of Court College of Advocacy

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Company Number: 8804708
Charity Number: 1155640
Registered Office:
9 Gray's Inn Square, London WC1R 5JD

The Role

The ICCA seeks to appoint a Head of Registry to:

- ensure the efficient and sustainable day-to-day operation of the ICCA's Registry functions;
- provide high-quality support and advice to students (at all stages of their involvement with the ICCA, from prospective applicants through to graduates) and colleagues;
- lead, develop and effectively deploy the members of the ICCA Registry team, and (with the Head of Operations) additional administrative resource shared with other ICCA functions;
- progress the ICCA's operational plans and priorities, and deliver continued service improvement.

Key Responsibilities:

Reporting to the ICCA Operations Director, the Head of Registry will have responsibility for:

- ensuring a professional and welcoming point of contact is provided for students, including face-to-face visitors and those contacting the ICCA by email or telephone; dealing with those requiring pastoral or wellbeing support promptly and empathetically;
- effectively and sensitively managing student casework; including complaints, appeals, reasonable adjustments for disabled students, and providing wellbeing support;
- working collaboratively with members of the ICCA Senior Management Team, Operations Team and our academic partners; operate, review and improve processes in relation to all aspects of student administration including admissions, enrolment, reasonable adjustments, timetabling, record keeping and reporting.
- providing authoritative advice to colleagues at all levels and students on the ICCA's processes, policies and regulations. Take a lead role in the regular review and updating of these documents so they remain effective and appropriate.

- providing effective support to committees and examination boards including ensuring the preparation and circulation of agendas and papers, producing minutes, and driving progress by following up and reporting on agreed action points as appropriate.
- line manage the members of the Registry team, developing them and supporting them achieving their objectives;
- monitoring and reviewing service levels from a student perspective, introducing the use of key service indicators to assess performance and the impact of change;
- any other reasonable duties as required, in line with the grade and nature of the role.

Person Specification:

- Demonstrable experience in student administration and/or support, preferably gained through vocational experience in the Higher Education sector;
- Significant experience of working in a customer-focused role, ideally in HE, involving regular interaction with 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 students and colleagues at all levels. This includes large-scale communications and providing information and guidance to students sensitively on a one-to-one basis, using a variety of tools and methods.
- A collaborative approach that maintains strong a working partnership between administration and academic functions.
- An empathetic and calm approach to providing support to students with sometimes complex and challenging needs.
- Experience in using a Student Information System (or similar), and an understanding of how high levels of data quality underpin core registry functions throughout the student lifecycle.
- A proven track record of effectively managing a team to deliver administrative processes to deadlines, proactively planning the deployment of staff and the delegation of work to ensure success;

- Excellent management and calm problem-solving skills, with the ability to analyse complex issues in a systematic and logical manner as part of a team, identify the most appropriate response, and the confidence to propose and champion solutions;
- 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 and evening meetings as required.

The Contract

COIC is seeking to appoint the Head of Registry on a permanent contract. There will be a six-month probationary period.

- Salary £50,000 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)
- Flexible/hybrid working

Location: The ICCA is currently 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.