



The General Council of the Bar

Job Description	
Job Title	Services Coordinator
Salary Band	Grade 6
Reports to	Senior Services Coordinator
Reports	None
Location	Bar Council Offices, 289-293 High Holborn, WC1V 7HZ
Work Smart Category	Regular home worker (During probation: 3 days in the office and on completion of successful probation 2 days in the office)
Purpose of the Role	
<p>Working as a direct report to the Senior Services Coordinator, the Services Coordinator plays a key role in ensuring the day-to-day delivery of the portfolio of services offered to the Bar Council's members, affiliated organisations, associations, and other relevant individuals. They will also be expected to participate in the development of new services for the Bar and will assist the Senior Services Coordinator with any relevant work required, including for example market research, data gathering and product testing. There are two Services Coordinator roles within the Services Team so this role will work closely in collaboration with their counterpart.</p> <p>The Services Coordinator will support services including the Pupillage Gateway recruitment portal, the Direct Access Portal and the Bar Representation Fee payment and rewards systems. The Services Coordinator will also provide administrative support to the Services Team with tasks including setting up meetings, writing up meeting notes, and keeping process documentation up to date.</p>	

Measures of Success

- Contributing to the smooth and efficient running of every element of the services portfolio, ensuring that all Service Level Agreements relating to the portfolio are met.
- Taking responsibility for front-line complaints handling, escalating any issues raised to the appropriate person(s) as and when necessary, and in a timely manner.
- Identifying opportunities for the improvement of existing processes and procedures, with a view to streamlining the services offered to the Bar.
- Developing good relationships with relevant stakeholders, ensuring that feedback received about the services portfolio is positive and that any constructive criticism is appropriately addressed and/or escalated.
- Meeting assigned deadlines to ensure that departmental projects are delivered within the allocated timeframe.

General Responsibilities

General Administration

- Effective maintenance of the inboxes and databases attached to the work of the Services Team.
- Responsible for ensuring effective communications with the Bar Council's members, affiliated organisations, associations, and other relevant individuals, answering, or allocating incoming telephone and email enquiries as required within the Services Team and across all Departments.
- Ensuring that the direct debit payment system is kept up to date and aligns with the financial data stored in the Bar Council's CRM System.
- Responsibility for generating purchase orders and invoicing business partners and service users as and when required and undertaking any relevant financial reconciliation.
- Attending, at the request of the more senior members of the Services Team, meetings relevant to the Team, with a view to knowledge building and the taking of minutes

Portfolio Management

- Undertaking the processes required for the ongoing management of the Bar Council's Immigration scheme, for example issuing certificates of sponsorship and maintaining records as per the policy set by UKVI.
- Undertaking the administrative processes required for the ongoing management of the Pupillage Gateway and Direct Access Portal, ensuring that the internal and external users guides are kept updated and act as the first point of contact for technical issues.
- Undertaking the administrative processes required for the ongoing management of the Appointment Service and Bar Complaints Advisory Service, including preparing documents for, attending, and minuting the meetings held by the Services Appointment Panel.



- Administering the logistics for Bar Representation Fee, including taking payments, managing subscribers' access to the member benefits platform and Counsel magazine, and promoting subscriptions wherever possible through communications with members
- Maintaining and systematically checking the List of Defaulting Solicitors, ensuring compliance with GDPR.
- Supporting the Senior Services Coordinator with the annual renewal process of the Professional Users Access Scheme and taking ownership for the day-to-day processes relating to its delivery, including developing a strong understanding of the relevant Preside and Smart Citizen systems and using them to investigate and resolve any technical issues that users are experiencing.
- Ensuring every element of the portfolio, including those specifically set out above, is regularly reviewed and that updates are made to the policies and manuals as required.
- Liaising with the Bar Council's Marketing Team to ensure that the website, MyBar, and any relevant digital content is consistently updated.

Project Support

- Supporting more senior members of the Services Team with existing or new development work, under direction of the Senior Services Coordinator.
- Undertaking, at the request of the Senior Services Coordinator and on an ad-hoc basis, any market research required, including drafting comparative reports relating to existing products, attending and minuting focus groups and other relevant meetings, and undertaking data gathering and analysis exercises.
- Participating in, at the request of the Senior Services Coordinator and on an ad-hoc basis, the implementation phase of projects in development, including testing the product and inputting into discussions designed to improve it prior to its launch.

General Responsibilities

- Developing strong relationships with key internal and external stakeholders, third party suppliers and members of the Bar, with a view to improving engagement.
- Producing ad-hoc reports for more senior members of the Services Team.
- Initiate forward-thinking discussions with the Senior Services Coordinator and Head of Services to improve the delivery and quality of existing products.
- Undertaking such other duties as may be assigned by the Senior Services Coordinator.
- The role may require some weekend and evening work, likely to be no more than two weekends per annum and one evening per quarter.



The General Council of the Bar

Competencies

Delivering Results: Level C

Planning & Thinking: Level C

Person Specification

Essential

- Successfully completed A Levels, T Levels or an Apprenticeship, with a minimum of C grades or a merit (*A*)
- Demonstrable administration skills, including effective time management when multi-tasking and strong attention to detail (*A, T, I*)
- A good understanding of customer service principles, including an understanding of how to deal with difficult people (*A, I*)
- Effective communication skills both written and oral, with a strong command of the English language (*A, T, I*)
- Demonstrable ability to develop strong, collaborative relationships with others (*A, I*)
- IT literate, including MS Word, Excel and PowerPoint and content management systems (*A, T*)
- Demonstrable ability to work effectively on own initiative (*A, I*)

Desirable

- Educated to a degree level or relevant work experience (*A*)
- Experience of processing invoices, purchase orders and some knowledge of financial reconciliation processes (*A, I*)

