



# ***REGISTRY ADMINISTRATOR***

**Applicant Pack**

**January 2026**

Dear Candidate,

Thank you for your interest in the position of Registry Administrator at The College of Legal Practice. I do hope that you will consider the opportunity carefully and once satisfied that there is a potential fit, please apply.

Founded in December 2018, by The College of Law in Australia, The College of Legal Practice offers postgraduate education programmes for legal professionals throughout their career. We specialise in SQE preparation training.

The organisation is fully virtual, with a small and dedicated team working closely with colleagues based in Australia. The College has been providing courses since 2021, we now have over 1000 students and growing quickly.

I am looking for team members who are absolutely focused on offering prospective and current students an excellent engagement experience in a growing organisation. You will need to be agile and innovative and willing to work remotely with a high degree of collaboration. The organisation is fast paced, but we are here for the long-term. We are looking to create a valued learning experience for all aspiring solicitors.

We have applied successfully for Degree Awarding Powers, and as such have set ourselves high academic standards. We are also ambitious, and the College's financial position is strong, thanks to long-term investment from The College of Law in Australia.

If this sounds like the kind of organisation you would like to join, please do consider making an application and we look forward to hearing from you.

With best wishes,



Dr Giles Proctor  
Chief Executive Officer  
The College of Legal Practice

# ABOUT THE COLLEGE

The College of Legal Practice is leading the way in preparing students for the Solicitors Qualifying Examination – the SQE. The SQE has now replaced the Legal Practice Course (LPC) as the preferred route to qualification as a solicitor in England and Wales.

Our programmes are carefully designed to help students succeed in the SQE, thanks to our experienced team and years of expertise in supporting students through every SQE assessment. The courses are carefully designed to meet the needs of both individuals and law firms as they transition to the new qualification pathway. Designed for online, our courses are flexible, affordable and accessible.

Our not-for-profit ethos means we keep our programmes low-cost and high-value. Taught by experienced solicitors, our content is grounded in real-world legal practice, with expert personal supervision and support, highly rated by our students.

The College of Legal Practice is backed by 25 years of experience in online legal training helping give students the best chance of passing the SQE.

## Who are we?

We are a fully accredited higher education provider with Degree Awarding Powers. Established in 2018, we were formed as a wholly owned UK subsidiary of [The College of Law in Australia](#). We are fully virtual, with a team based in the UK, supported by teams in Australia.

The College of Law in Australia is a mature and unique not-for-profit provider of professional legal education and market leader for lawyer qualification training in Australasia. Their intention in forming the College was to diversify and extend their expertise in delivering modular, practice-based legal training into new jurisdictions around the world, building on 50 years' experience of working with leading law firms and training over 5,000 lawyers each year. For more information please visit our [website](#).

## Our approach to learning

Due to the introduction of the Solicitors Qualifying Examination (SQE), the world of legal training has been in the midst of a substantial sea change. Added to this, the COVID-19 pandemic had a profound effect on the world of work.

Over the last few years organisations have been undergoing a complete reassessment of the way their employees will work and interact. The same too is true of the world of legal education. Institutions have until now in the main delivered their traditional training programmes within a classroom environment. but now they are facing the challenge of adapting such curricula to a new form of delivery in a virtual classroom. While that

learning environment represents a considerable learning curve for such organisations seeking to adapt their design and delivery methodologies, for The College of Legal Practice it is second nature.

Drawing on the expertise of The College of Law based in Australasia, we have over twenty-five years' experience in the creation and delivery of world class legal training. Specifically designed from the outset to be delivered virtually, our programmes have successfully trained tens of thousands of lawyers. They are not work in progress. They are tried, tested, and proven to deliver competent lawyers who are productive from day one.

## **What the College stands for**

The College aims to help legal professionals reach their unique potential. We have a vision to be the go-to professional practice provider in the UK for all aspiring solicitors. How are we going to do this, by offering personalised legal education through a team of dedicated supervisor practitioners.

## **Our development**

The College has developed a new strategic plan taking us through to 2028, aligning with The College of Law. At the heart of our strategy is a continued roll-out for growth into the SQE market.

We have a core staff team and a teaching faculty of expert supervisors. We have had over 1000 students and established partnerships with many Universities and firms.

## **Finance**

The College's financial position is strong due to an ongoing multi-year investment to the College from The College of Law built into a seven-year financial model for sustainable growth.

## **Commitment to Diversity & Inclusion**

Reducing barriers to access legal education is one of our driving principles, that lies beneath everything we do. We have an active set of diversity and inclusion policies and we are extremely proud of the diversity of our student population. We have a Board member who champions diversity right from the top and an active EDI working group.

Ensuring that the College's internal team is fully representative of the student community that we teach is a priority for us. We are therefore constantly looking to improve our diversity across our staff team.

We are committed to providing an inclusive environment where employees, students and others are able to share their voice, bring their whole selves to work and are treated fairly and with dignity and respect.

## Curriculum Provision

The College's portfolio of accredited [programmes](#) focuses on SQE and practical legal training for aspiring solicitors. The key attributes of the College's programmes are virtual, flexible delivery with a personal supervision model, purpose-built for the digital environment. The programmes are put together collaboratively with clients and offer adaptable, practical training.

## Working environment

The College of Legal Practice recognises the importance of a work environment that actively promotes best practice. The College has a Code of Conduct that describes the standards of behaviour and conduct expected from workplace participants in their dealings with students, suppliers, clients, co-workers, management and the general public.

The team has always been fully virtual, working from home on a long-term basis. We also aim to meet at least three times a year face-to-face. There is some flexibility in working hours across the week and a supportive culture in terms of enabling all employees to achieve alongside fulfilling their personal commitments and interests.

You will also have access to Totum online membership (student discounts) and a free wellbeing platform, resources and counselling.

## Professional Development

The College has a clearly defined performance management framework, underpinned by annual appraisal process. There is a budget set aside for training and development to support your professional development.

# ***JOB DESCRIPTION***

<b>Position Title</b>	Registry Administrator
<b>Department</b>	Registry
<b>Location</b>	Remote (UK-based; must be within 4 hours of London)
<b>Salary</b>	£25,000 per annum, pro rata
<b>Hours</b>	Part-time (0.5FTE), 17.5 hours per week
<b>Reports to</b>	Registrar

## **Role Overview**

The Registry Administrator plays a central role in ensuring the smooth running of the Registry team. You will provide comprehensive administrative and operational support across a variety of key functions, including assessment processes, statutory reporting, academic appeals and complaints, and apprenticeships.

This role involves maintaining accurate documentation, coordinating workflows, and ensuring clear communication with internal teams and external stakeholders. Working closely with the Registrar and the wider Registry team, you will support governance processes and uphold high standards of data accuracy, compliance, and service delivery.

## **Key Accountabilities**

### **Assessment Panels**

- Maintain and update the annual schedule of Assessment Panel meetings.
- Prepare and review panel results spreadsheets, ensuring accuracy to minimise administrative errors affecting student outcomes.
- Serve as Panel Secretary, recording meeting outcomes and ensuring timely follow-up on actions.
- Upload and verify grades and award outcomes in Salesforce.
- Manage requests for transcripts and certificates, responding through ServiceNow and shared inboxes.

### **Apprenticeships**

- Coordinate onboarding communications and enrolment activities for new apprentices and employers.
- Maintain accurate apprentice records in internal systems and external portals.
- Schedule and support enrolment calls and related onboarding processes.
- Monitor and respond to apprenticeship-related queries, escalating as needed.

### **Statutory Reporting**

- /// Support the preparation and submission of statutory data returns, taking the lead on specific returns under the Registrar's direction.
- /// Regularly audit and update student records in Salesforce to maintain data quality and integrity.

### **Academic Appeals**

- /// Manage communication with students regarding academic appeals via the ServiceNow portal and shared inboxes.
- /// Coordinate case scheduling and workflow to ensure structured, policy-compliant processes.
- /// Track case timelines and outcomes, ensuring a student-focused and transparent approach.
- /// Support collation and submission of documentation to the Office of the Independent Adjudicator.

### **Team Administration**

- /// Monitor and manage shared email inboxes, resolving routine issues independently and escalating complex queries when needed.
- /// Draft and maintain Standard Operating Procedures to reflect current processes.
- /// Track workflows and report progress and updates on key activities to the Registrar.
- /// Take minutes at team meetings and ensure timely follow-up on action items.
- /// Provide limited diary management and workflow coordination support to the Registrar.
- /// Carry out other administrative duties as reasonably required within and outside the Registry team.

### **Governance**

- /// Act as secretary to governance committees and working groups as directed.

### **Data Retention**

- /// Oversee the annual cycle of data storage, retention, and deletion, ensuring compliance with data protection regulations and internal policies.

## Selection Criteria

Requirements	Essential Skills and Qualifications
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>• Experience in administrative roles within higher education, apprenticeship training, or other regulated environments.</li> <li>• Strong written communication skills for clear, professional correspondence and documentation.</li> <li>• Confident verbal communicator, able to engage with a wide range of stakeholders.</li> <li>• Proficient in Microsoft Office (Excel, Word, Teams, Planner).</li> <li>• Experience working with student records systems or similar platforms/databases.</li> <li>• Comfortable working with large datasets, maintaining accuracy and consistency.</li> </ul>
<b>Attitudes and Behaviours</b>	<ul style="list-style-type: none"> <li>• Exceptional organisational skills, with the ability to manage multiple tasks and priorities effectively.</li> <li>• Proven ability to handle sensitive information and apply data protection principles.</li> <li>• Proactive, adaptable, and able to solve problems independently.</li> <li>• Attention to detail and commitment to high standards of accuracy and service.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Able to work remotely with a reliable internet connection and a distraction-free workspace.</li> <li>• Willing to travel occasionally within England and Wales for team meetings (expenses reimbursed).</li> <li>• Willing to occasionally join early morning meetings (e.g. 08:00 GMT) to liaise with colleagues in Australia.</li> </ul>
Requirements	Desirable
	<ul style="list-style-type: none"> <li>• Familiarity with Salesforce and Canvas.</li> <li>• Experience using ServiceNow or other case/query management systems.</li> <li>• Knowledge of statutory data reporting processes (e.g. HESA returns, ILR).</li> <li>• Understanding of higher education governance structures and regulatory frameworks.</li> <li>• Experience working in remote or distributed teams</li> </ul>

**Terms And Conditions**

Salary: £25,000

Working Hours: 17.5 hours per week

Holiday Entitlement: 28 days plus statutory holidays, pro rata

Pension Arrangements: 8% pension contribution and salary sacrifice scheme

Probation Period: 6 months

Notice Period: 3 months after probation

# HOW TO APPLY

To apply, send the following to [humanresourceteam@collegalpractice.com](mailto:humanresourceteam@collegalpractice.com) with the subject heading of "Registry Administrator":

- An application statement of no more than 300 words outlining:
  - Your motivation for applying.
  - Your understanding of the key priorities of the role.
  - Brief examples of relevant experience and achievements.
- An up-to-date CV
- Completed application tasks (see next page)

**Applications which do not include all items above will be rejected.**

Please also complete the Equal Opportunities Form, available on the website. This is not used in the decision-making process.

We will send an acknowledgement of receipt via email to all applicants within 5 working days.

## Recruitment Timetable:

Application Closing date	23 <sup>rd</sup> January 2026
Interview dates	2 <sup>nd</sup> February 2026 09:00 – 17:30

## Application Tasks

Applicants should complete the following tasks and submit them with their application.

### Task 1 – Process Improvement Example

Describe a process you've previously improved in an administrative role. In no more than **250 words**, please prepare a statement which outlines:

- What the problem was.
- What changes you made.
- What result or benefit your improvement delivered.

### Task 2 – Professional Email Writing

You receive the following email from a student:

*"I've just received my transcript showing my module outcome for Solicitors Legal Skills, and I'm not happy. I worked really hard and I think the work deserved at least a Distinction, but I got a Commendation. Can anything be done about this?"*

Review the Academic Appeals Policy, section A13 of the College's Academic Regulatory Framework: [Policies and Procedures](#)

Then, draft a professional email reply (**max. 200 words**), explaining:

- Whether the student can challenge their grade based on the information given.
- What steps they need to take if they want to pursue this.

It is ok to make a mistake in the advice you give to the student. We are more interested in how you communicate clearly, professionally, and with an appropriate tone.

If you choose to use AI to generate or revise this message, please declare this and include a brief narrative on how you have checked the quality of the output.

# ABOUT US

The College of Legal Practice is a postgraduate legal education provider registered in England and Wales. The College can deliver formally accredited higher education courses, due to its inclusion on the Register of English higher education providers regulated by the Office for Students.

## Contact Us

If you would like to find out more about our programmes, or for an informal discussion regarding which programme may work best for you, please get in touch:

**Email [info@collegalpractice.com](mailto:info@collegalpractice.com) or call 020 3884 4112**

## Follow Us



@collegalpract



@thecollegeoflegalpractice



@collegalpract



The College of Legal Practice