



LIVERPOOL
HOPE
UNIVERSITY
1844

Recruitment Pack

Support Administrator

Job Reference: 4ASWW1B

Closing date: 29th September 2025 at 9.00am

www.hope.ac.uk





POST: Support Administrator

STARTING DATE: ASAP

SALARY RANGE: £25,804 to £28,031

TYPE OF CONTRACT: Permanent

WORK PATTERN: Full Time (35 Hours) per week

REPORTS TO: Mr John Ryan

The Post

The University's Student Life provision brings together a broad range of essential support services for students, including counselling, mental health and well-being, disability/learning support, and student finance.

We are seeking to appoint an Administrator with relevant experience in a fast-paced administrative role, ideally within a Further or Higher Education setting, or a similarly demanding environment. The post is office-based at our Hope Park Campus, although attendance at other university campus locations may be required on occasion.

The role involves managing daily enquiries received through Student Life's main communication channels and includes providing general information, assistance, and signposting to applicants, students, staff, and other stakeholders. Strong communication skills and a commitment to excellent customer service are essential, as is the ability to assist individuals with a diverse range of needs in an inclusive manner.

A further key element of the role includes providing administrative support to the University's mental health and well-being service teams. This involves arranging and tracking client appointments, managing telephone and email correspondence, and generally ensuring the smooth running of administrative processes within the service. Daily tasks will involve the use of student information systems, Microsoft Office applications and the administration of departmental spending, so confidence working with IT-based systems is essential.

The successful candidate will have a solution-focussed attitude, excellent organisational and time-management skills, as well as a high level of IT proficiency. You will be educated to degree level or equivalent, and ideally will hold a relevant professional qualification or have completed formal training in office administration

Job Description/Key duties of the post

Job Title	SUPPORT ADMINISTRATOR (Mental Well-being)	Code 4ASWW 1B	Grade 4
Subject/Service Area	Student Life		
Reports to	Head of Student Welfare and Well-being		
Accountable To	Head of Student Welfare and Well-being		
No. of posts	One		

PURPOSE OF JOB

Engage in administrative duties supporting the Student Life Department and managers, with a particular focus on the Mental Well-being service functions.

To be the first point of contact for students, staff and other stakeholders seeking information, advice and guidance relating to university support services within Student Life, appropriately managing and directing enquiries.

To contribute to the provision of a professional, efficient, timely and customer-focused administration service.

KEY TASKS / RESPONSIBILITIES

- Provide general information, assistance and signposting to prospective/current students, staff and other stakeholders regarding university support services
- Monitor and take appropriate action on incoming telephone, email and face-to-face enquiries via the main Student Life communication channels
- Provide administration support specific to the counselling and mental health service functions, and general support/minute taking across the wider service where required
- Maintain accurate and sufficiently detailed student intervention/service access data records across the well-being service areas (counselling and mental health)
- Provide administration support relating to departmental staff annual leave and sickness absence
- Maintain accurate records relating to departmental spending, purchase orders and invoicing via the Agresso system
- Provide cover on the Student Life welcome desk when required
- Provide administration cover for the Learning Support function where required, covering staff absence, holidays etc.
- Provide administration support/minute-taking assistance to the Head of Student Welfare and Wellbeing and Director of Student Life, when required
- To undertake any other duties commensurate with the post as requested by management

This Job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment

Person Specification

PERSON SPECIFICATION – SUPPORT ADMINISTRATOR

Methods of assessment

Application form **(A)**

Interview **(I)**

Presentation **(P)**

Educational Requirements	Essential (E)/ Desirable (D)	Method of assessment
Educated to degree level (or equivalent)	E	A
Relevant professional qualification and/or training related to administration.	D	A
Experience	Essential (E)/ Desirable (D)	Method of assessment
Experience of working in an administration support role in a fast-paced office environment, engaging with computerised and paper-based office procedures, ideally within a HE/FE education setting, or similar.	E	A/I
Experience of providing information and assistance to a diverse range of clients (including those with a disability and/or varying levels of need), identifying clients' needs and signposting appropriately.	E	A/I
Experience of working in an administrative role within a support setting, ideally within an HE/ education context.	D	A/I
Skills and Knowledge	Essential (E) /Desirable (D)	Method of assessment
Friendly, approachable, patient and empathetic listener with proven ability to respond to clients with balanced and sensitive judgement in an inclusive manner.	E	A/I
High-level of proficiency and experience in the use of online data record systems and the Microsoft software suite/applications.	E	A/I
High-level of awareness of customer care good practice and experience of providing effective customer service at all times.	E	A/I
Working knowledge and experience of administrating departmental spending/ purchase orders and invoicing information - ideally using Agresso/Unit-4, or similar computer-based accounting systems.	D	A/I
Working knowledge and experience of student/staff information record systems (e.g. SITS, E-reporter or similar).	D	A/I

Knowledge and ability to understand and collate data for monitoring/ reporting purposes.	E	A/I
Effective communication skills with the ability to create a good rapport with clients, some of whom may be experiencing distress.	E	A/I
A clear understanding of confidentiality/current GDPR data protection regulations, with the ability to handle sensitive/ personal information working within agreed guidelines.	E	AI
Ability to take effective notes/minute taking	E	A/I
Other requirements	Essential (E)/ Desirable (D)	Method of assessment
Proven ability to work under pressure, prioritise and time-manage workload in order to meet deadlines, whilst maintaining appropriate attention to detail.	E	A/I
The ability to respond to clients with balanced and sensitive judgement, build effective working relationships and communicate with staff at all levels, both within the University and externally.	E	A/I
Possess a proactive, flexible and organised approach to work, with a solution-focussed attitude to challenges and problems	E	A/I
Able to be administratively self-supporting, using own initiative when working without direct supervision.	E	A/I
Awareness of safeguarding and duty of care requirements/issues in an education setting.	D	A/I
Awareness of how diverse cultural and social backgrounds can impact on customer service provision.	D	A/I
Able to work outside of normal office hours and the occasional weekend if required to assist with events or attend meetings	E	A/I
Willingness to undertake training and development if appropriate	E	A/I
Commitment to providing a high-quality student experience underpinned by the mission and values of the University	E	A/I

Contact for Queries

If you have any specific questions regarding any aspect of this role that is not covered within the job description/person specification, please contact:

Mr John Ryan

Head of Student Welfare and Well-being

ryanj@hope.ac.uk

Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is XX per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;

- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

How to apply

You can download the application form by the link below:

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

<https://www.hope.ac.uk/gateway/staff/peopleservices/>

www.hope.ac.uk/jobs





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