



LIVERPOOL
HOPE
UNIVERSITY
1844

STUDENT ENGAGEMENT OFFICER – 4AISS1B RECRUITMENT PACK

Closing date: Wednesday 20th August
2025 by 5.00 p.m.

Included in this pack

Role Outline
About the University
Job Specific Details
Job Description / Role Profile
Person Specification
Further information and Benefits of Working at Liverpool Hope University
Useful Links and How to Apply



PERSONNEL DEPARTMENT RECRUITMENT PACK

POST: Student Engagement Officer

STARTING DATE: ASAP

SALARY RANGE: £23,028 to £24,900 (Grade 3) per annum

TYPE OF CONTRACT: Permanent

WORK PATTERN: Monday to Friday (09.00 a.m. to 5.00 p.m.)

REPORTS TO: Director of Student Life

THE UNIVERSITY

If you join us, you will be doing so at an exciting time in our development and join a team of over a thousand staff, committed to providing education to our thousands of students. Liverpool Hope University is a financially sound, vibrant academic community with excellent scholarly standards and high ambition. We are proud of our past, confident in our present and excited about our future.

Hope is a liberal art inspired university with a unique ecumenical Christian foundation, which strives to provide a deep and well-rounded education of the whole person irrespective of faith, age, social class or ethnic origins or physical capacity. We are a real community with two beautiful garden campuses which has striven for and, we believe, achieved that balance between research and teaching. We have also successfully brought together the benefits of full University status (including RDAP) with the value of a college experience. At Hope a drive for academic excellence and a genuine concern to widen participation complement each other. Ours, we say with justification, is 'a university with a collegiate heart'.

THE POST:

Student Life are seeking to appoint a suitable candidate to join their Wellbeing Team as a Student Engagement Officer.

This is an exciting opportunity for a recent graduate of Liverpool Hope University to be part of our central team in supporting our student population.

The role is primarily to engage with current students to promote wellbeing, offer support and to signpost to support services. In addition, the post holder will be part of a team responsible for organising events for all students to promote community and social support.

The post is open to recent graduates from the **2024 or 2025 cohorts**. The role offers opportunities to develop a wide range of skills, to engage with wider university initiatives and to make a real difference to the student experience here at Hope.

We are looking to recruit a confident and calm individual with excellent communication skills, who is resilient and able to deal with a range of student issues. The post holder will need to be able to work flexibly to ensure the success of social events. Organisational skills and the ability to work under pressure are essential requirements for this post. You will be a strong team player and be able to show personal initiative and judgement. Candidates should have knowledge of Microsoft office and have an understanding of wellbeing support available at Hope.

Interviews are provisionally scheduled to take place week commencing 1st September 2025.

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

JOB DESCRIPTION/KEY DUTIES OF THE POST:

Job Title	Student Engagement Officer (Wellbeing)	Code	
Subject/Service Area	Student Life		
Reports to	Director of Student Life		
Accountable To	Deputy Vice-Chancellor and Provost		
Purpose of Job			
<p>The role of the Student Engagement Officer is to proactively engage and support key groups of students or individual students to enhance student experience, retention and success This will include:</p> <ul style="list-style-type: none">• To be part of Student Life and facilitate engagement activities with groups of students or signposting individual students to appropriate support• Organisation of Hope Social events and supporting the engagement activities organised by Wellbeing Assistants within residences• Proactively contacting and supporting students who fail to attend classes on a regular basis• To be a visible and engaging first point of contact for students with initial support needs.• A dedicated support contact specifically for who are assessment only, or who joined the University at Level I or H, plus other key cohorts.• To support the Student Life specialist teams as and when require <p>This role works includes liaison with several key service areas to provide support for students, ensuring they can find relevant and appropriate information and support whether it be academic, financial, social or to support student wellbeing.</p>			
Key Tasks / Responsibilities			
To provide high quality advice and guidance to students, staff and visitors making contact in person, by email			
To provide a full calendar of high-quality, engaging and student focused social events and activities.			
To establish the Student Engagement service as a recognised and trusted source of support for all students			
To provide informal pastoral support to students, with a particular focus on students with low attendance, assessment-only students and those joining the University at Level I or H.			
To support the Residential Life Coordinator and Wellbeing Officer to ensure students are appropriately supported and that events are organized within budget and on time.			
To provide a high standard of professionalism and customer service.			
To be recognised as the initial student contact to signpost and direct individuals to the most appropriate avenue of resource / support			

Work Performed (relating to key tasks)
<ul style="list-style-type: none"> ● Supporting, delivering and evaluating regular social events of the highest quality across the campuses ● Assisting with the production and planning of a student events calendar and marketing student events. ● Being a recognised point of information and support for students who wish to discuss pastoral assistance at the dedicated locations across campus ● Being a point of contact for assessment-only students and those joining the University at Level I or H, answering queries and directing them to appropriate support where necessary, plus other key cohorts. ● Working with Student Life to ensure students who are not engaging in studies are contacted and signposted to appropriate support services. ● Supporting colleagues within the Gateway Service team, Residential Life, Student Life, SU, Catering, Hope Park Sports and across the wider University ● Ensuring that all activities undertaken comply with Liverpool Hope University policy and procedures and in particular Health and Safety Guidelines ● Undertaking tasks as directed by the Residential Life coordinator and Wellbeing Officer ● Undertaking any other duties as appropriate

Materials, resources & equipment to be used
Materials used will include: <ul style="list-style-type: none"> • PC, Telephone, Photocopier • Microsoft office packages, specifically excel, powerpoint and word • Social media platforms
Qualifications / Experience Required
An undergraduate degree from Liverpool Hope University is required and applicants should be a recent graduate. Experience of student support activities is desirable. Experience of organising and marketing social events is desirable
Regular contacts (internal / external)
The post requires good interpersonal and communication skills, as there is constant contact by telephone, email and face to face with a variety of internal and external contacts. This includes: <ul style="list-style-type: none"> • Academic and support staff at the University • Current students • Student Union and related club's teams and societies • University visitors
Staff Reporting to Post holder
NA

NAME OF CONTACT FOR QUERIES:

Sue Haimess

Director of Student Life

haimess@hope.ac.uk

CONDITIONS OF SERVICE:

This post is based at the 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 twelve months.

Salary scale for this post is £23,028 - £24,900 (Grade 3) 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. Factors which may be taken into consideration when deciding an appropriate starting salary include; previous relevant experience in relation to the role and person specification, consideration of the current salary of the successful candidate (where this can be confirmed by documentary evidence

or a reference from the existing employer), consideration of Equal Pay legislation and external market factors. A higher salary should 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.

PERSON SPECIFICATION

Educational Requirements	Essential (E)/Desirable (D)	Method of Assessment (A/I/P)
<ul style="list-style-type: none"> Undergraduate degree from Liverpool Hope University 	E	A
<ul style="list-style-type: none"> English and Maths GCSE pass 	E	A
Experience	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none"> Giving advice or support in a student support role 	D	A/I
<ul style="list-style-type: none"> Experience of working in a customer services role 	D	A/P
<ul style="list-style-type: none"> Organising social or support events for an organisation or group 	D	A/I
<ul style="list-style-type: none"> Marketing events or activities in a professional capacity 	D	A/I
<ul style="list-style-type: none"> Managing budgets in a professional capacity 	D	A/I
Skills and Knowledge	Essential (E)/Desirable (D)	Method of assessment

<ul style="list-style-type: none"> Confident in dealing with student issues, including managing, sensitive and personal information 	E	A/I
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<ul style="list-style-type: none"> Ability to work under pressure and make decisions 	E	A/I
<ul style="list-style-type: none"> Professional and flexible approach to all tasks 	E	A/I
<ul style="list-style-type: none"> Understand the support needs of students 	D	A/I
<ul style="list-style-type: none"> Empathy, reliability and resilience 	E	A/I
<ul style="list-style-type: none"> Attention to detail and excellent writing skills 	E	A/I
<ul style="list-style-type: none"> Creative and enthusiastic, specifically in organising and managing social events and activities 	D	A/I
<ul style="list-style-type: none"> Team player, ability to work on own initiative 	D	A/I
<ul style="list-style-type: none"> Ability to manage small projects 	D	A/I
Any other requirements	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none"> Training in basic mental health, counselling or listening skills 	D	A/I

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
- Help with childcare costs

Training and Development

- Induction training for all new staff
- Opportunities to participate in overseas exchange with Erasmus Staff Mobility
- 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.

Useful Links

www.hope.ac.uk/lifeathope/welcome

www.hope.ac.uk/personnel

[Student Life](#)

www.hope.ac.uk/jobs

www.hope.ac.uk/gateway/staff/staffdevelopment/newinternationalstaff

www.hope.ac.uk/media/liverpoolhope/contentassets/media,42616,en.pdf

How to Apply

You can download the application form by the links below, or request a hard copy by emailing jobs@hope.ac.uk. You must return a Personal Details form (pages 1-3 or 1-4, depending on the version) and a Work History form (pages 4-8 or 5-8, depending on the version) for your application to be accepted.

<https://www.hope.ac.uk/aboutus/jobopportunities/howtoapply/>

