



LIVERPOOL
HOPE
UNIVERSITY

1844

Recruitment Pack

Head of Student Finance and Residential Support

Job Reference: AFIN022

Closing date: Friday 29th May 2026

www.hope.ac.uk





POST: Head of Student Finance and Residential Support

STARTING DATE: As soon as possible.

SALARY RANGE: Grade 8 (£47,389 to £56,535 per annum)

TYPE OF CONTRACT: Full-time, Permanent

WORK PATTERN: Full-time

REPORTS TO: Susan Haines, Director of Student Life

INTERVIEW DATE: Interviews for this post are expected to take place week commencing 15th June 2026

The Post

Liverpool Hope University is special institution, grounded in history and driven by a values-led approach to educational delivery.

Liverpool Hope University is seeking to appoint an experienced and enthusiastic Head of Student Finance and Residential Support to join our Student Life team. Student Life delivers a wide range of services designed to enhance and support the overall student experience, specifically wellbeing, retention, success and community.

This is a key leadership role reporting to the Director of Student Life and contributing to the wider management teams across the University. The successful candidate will provide strategic direction and operational leadership across student finance and residential support services.

The post holder will oversee the management of income control, student accounts, student funding, and financial support teams. They will be responsible for the development and implementation of policies, systems, and processes relating to the collection and management of tuition fees and accommodation charges, as well as the administration of scholarships, access and participation bursaries, and hardship funds.

In addition, we are seeking an individual who will also lead the delivery of a professional, innovative, and forward-thinking residential support service. This includes overseeing student support within university residences, managing budgets and resources, and implementing strategies to promote student retention, wellbeing, and success within halls.

We are seeking an experienced individual with a strong track record of leadership and team development, who can deliver professional, efficient and student-focused services. A financial background and experience of managing support teams is essential.

This is a permanent position, subject to a standard 12-month probationary period.

Job Description/Key duties of the post

Job Title	Head of Student Finance and Residential Support	Code	AFIN022
Subject/Service Area	Student Life		
Reports to	Director of Student Life		
Accountable To	DVC (or nominee)		

Purpose of Job
<p>To provide vision and leadership as part of the management team in Student Life. To lead strategic and operational direction specifically in the areas of student finance and wellbeing support in residential halls.</p> <p>The Head of Student Finance and Residential Support will oversee the management of income Control, student account management, student funding and student financial Support teams. Responsible for policy, systems, and administration relating to the collection and debt management of student tuition, accommodation fees and payment of student scholarships, access and participation bursaries and hardship funds.</p> <p>The post holder will also be responsible for ensure a professional, innovative, and forward-thinking approach to student support in residences. Managing spending, student retention and support within university student residences. Ensuring appropriate support and resources are available in halls to aid student retention and success.</p> <p>The role requires leadership, management and development of the teams to deliver a professional and knowledgeable service with the ability to deliver student experience excellence.</p>

Key Tasks / Responsibilities

To be responsible for the management of the teams including recruitment, induction, supervision and workload management, appraisal, staff development and performance management.

To ensure that the student finance and residential teams deliver a friendly, high quality, efficient and effective service at all times. This will involve acting on customer feedback to inform the development of appropriate service provision and ensure that appropriate quality assurance procedures operate effectively.

Working with the Director of Student Life to agree and deliver Key Performance Indicators (KPIs) relating to student finance and support in halls of residences, providing regular progress reports.

To play a positive role within the management team of the Student Life team, including managing budgets, responding to student issues, supporting the Accommodation team with processes and working in partnership with the Head of Student Wellbeing to support students living in residential halls

Be responsible for all internal budget management reports and statistical returns in relation to the functions of the Student Finance team, including any freedom of information requests.

Prepare and present reports relating to student finance matters, including student debt levels to the University Executive Board (UEB) and Operational Groups to inform decision making and an assessment of financial implications by these Groups.

To be the expert and administrative lead on specific student finance and residential projects, processes, or policy. This will include chairing relevant working groups as appropriate

To act as an escalation, point for complex matters and complaints that are received into the teams and ensure that they are managed and resolved with tact and diplomacy.

Lead investigations into suspected cases of fraud and irregularity as required, handling these with great sensitivity and confidentiality.

Promote effective collaborative working across the Student Life teams and services within other University departments. Engage with external stakeholders to ensure positive staff motivation and a high standard of customer service.

To be the expert and administrative lead on specific student finance and residential projects, processes, or policy. This will include chairing committees and working groups as appropriate.

Work Performed (relating to key tasks)

Daily responsibility for management and leadership of student finance and residential teams within student Life.

Work closely with colleagues across the University in relation to any policy, or system changes or developments that impact on the activities of the Student Life teams.

Explore new technologies, processes and systems to improve efficiency in financial processes and student residential support

Make a positive contribution to relevant University wide committees. To input, where appropriate, into development of university policy and practice in relation to key student finance and debt recovery activities.

Undertake such training and development as appropriate to the post to keep up to date with enhancements and technologies both within the sector and externally to enhance the student experience.

Encourage staff within the Student Finance and Residential teams to undertake training and development to enable a culture of continuous improvement.

Working with the Director of Student Life to support business planning, financial forecasting, and budgets to ensure that all costs are contained within approved budget levels.

Represent the Director of Student Life at university meetings, whenever appropriate.

Maintain an overview of student finance issues at institutional, national and where applicable, international levels, and disseminate this information and best practice to colleagues.

Maintain good sector knowledge of issues associated with student finance administration, contribute to debate and share good practice internally.

In consultation with others, develop responses to internal and external consultation processes for approval.

Ensure the timely collection and recording of student tuition and accommodation fee income, and the effective management of student debt by encouraging students to pay via the most effective payment methods and liaising with the University's debt collection agency. Instigate the recovery of debts through civil action, if necessary.

Develop and maintain suitable payment methods to enhance student experience and financial accessibility.

Collaborate with various departments, including recruitment and student support services, to align financial strategies with institutional objectives.

Working with Finance colleagues, ensure correct year end processes are followed and support audit requirements as needed, meeting with external auditors where necessary

To be accountable for the annually agreed budget(s) - managing and authorising hardship funding and residential pastoral spending to meet agreed targets.

Drive creative approaches to financial support expenditure that enhances student experience and outcomes.

Manage and review scholarships and bursaries for the University ensuring all the necessary documentation and reconciliations are in place.

Lead proposals and initiatives that enhance financial support for students, promoting accessibility and equity.

Ensure all financial operations adhere to university policies and external regulations, maintaining transparency and accountability in all activities.

Ensure ongoing compliance with relevant regulations and legislation including risk assessment and the General Data Protection Regulations (GDPR).

Ensure compliance with Health & Safety legislation and the Equality Act.

Assess and mitigate risks associated with student finance operations, including potential impacts on the university's reputation and financial stability.

Materials, resources & equipment to be used

Willingness and ability to work outside normal working hours and weekends (on a rota basis) to maintain essential and professional services, meet deadlines, support special events and provide occasional back-up for other service areas. Postholder will be expected to be part of a out of hours rota to be available for occasional emergency calls.

This is primarily a campus-based post

Qualifications / Experience Required

You will have a track record of successfully leading all aspects of a large finance function and experience of managing a team including recruiting, developing, training, appraising and motivating staff.

A thorough understanding and appreciation of relevant national and international developments, policies and benchmarks and a broad knowledge of current approaches to service-related work and of current debates, issues and challenges within the HE sector is essential.

You will also have experience of dealing with highly confidential, sensitive information and have an awareness of Data Protection legislation.

You will have financial management skills and qualifications, with experience of the preparation of reports (including statistical) for use in policy development and to inform senior decision making. The ability to understand and interpret complex regulations and the ability to meet agreed deadlines in a busy and complex environment is essential.

You will also have the ability to motivate staff and develop and maintain high performing teams as well as the ability to innovate and manage change whilst maintaining high quality service delivery.

Experience of monitoring and managing budgets is essential.

Regular contacts (internal / external)

The Head of Student Finance and Residential Support will be required to advise, liaise and be part of the senior management team within Student Life and across all the student experience areas including, Director of Finance, Academic Registrar and Director of Student Administration Service, Estates, Accommodation and Director of Student Recruitment. In addition, working with academic and professional staff including Deans of Faculty, students and student union representatives, and staff across the central professional services departments.

The Head of Student Finance and Residential Support will also liaise with external contacts such as other HEIs, auditors, debt collection agency, professional bodies, student funding agencies (e.g. SLC, the US Department of Education), system suppliers, media, police and suppliers of goods.

Staff Reporting to Post holder
Student Finance and Funds teams
Residential team coordinator and Wellbeing Assistants in residences

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Person Specification

Methods of assessment

Application form (A)

Interview (I)

Presentation (P)

Educational Requirements	Essential (E)/Desirable (D)	Method of Assessment (A/I/P)
Degree or equivalent professional qualification in student finance or financial administration	E	A/I/P
Evidence of continuous professional development	E	
Excel or data analysis qualifications	D	
Professional development in areas of student support, specifically wellbeing and finance	D	
Experience	Essential (E)/Desirable (D)	Method of assessment
Substantial relevant experience in student finance or financial administration	E	
Evidence of ongoing professional development in student funding, finance and management	E	

Demonstrable recent experience of managing student financial support, including tuition fees, loans, grants, bursaries, scholarships and hardship funds	E	
Experience managing a credit control team in Higher Education, formulating strategies for the successful collection of debt and liaising with external debt collection agencies.	E	
Proven experience of people management, including leading, motivating, and developing a team	E	
Experience interpreting and applying complex regulations, policies, and procedures	E	
Experience of managing budgets, monitoring expenditure, and controlling financial risk	E	
Experience of providing a high-quality, student-focused service	D	
Experience of managing teams responsible for pastoral support preferably in HE	D	
Skills and Knowledge	Essential (E)/Desirable (D)	Method of assessment
In depth knowledge of student finance regulations and funding frameworks	E	

Strong financial management and analytical skills	E	
Excellent Leadership and People management skills	E	
Ability to manage competing priorities and meet deadlines	E	
Excellent written and verbal communication skills, including the ability to explain complex information clearly	E	
High level of digital literacy, including student record systems and financial reporting tools	E	
Full understanding of data protection, confidentiality and information governance	E	
Ability to manage and lead support teams within Student Life	E	
Ability to make decisions and lead on sensitive issues involving residential students	E	
Any other requirements	Essential (E)/Desirable (D)	Method of assessment
Experience of supporting students in HE/FE	E	
Be part of a wider out of hours team supporting students	E	

Contact for Queries

Sue Haines
Director of Student Life
haimess@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 £47,389 to £56,535 per annum (Grade 8). 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/>

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

<https://www.hope.ac.uk/gateway/students/studentlife/>





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