



LIVERPOOL
HOPE
UNIVERSITY
1844

Recruitment Pack

Learning Support Adviser

Job Reference: 4ASDWA4

Closing date: Thursday 19th February 2026 by 09.00 a.m.

www.hope.ac.uk





POST: Learning Support Adviser

STARTING DATE: Available from February 2026

SALARY RANGE: £33,002 - £37,694 (Grade 6) per annum

TYPE OF CONTRACT: Fixed Term – 12 months

WORK PATTERN: 35 hours per week (Monday to Friday – 09.00 a.m. – 5.00 p.m.)

REPORTS TO: Head of Student Welfare and Wellbeing

The Post

The University's Student Life provision brings together a range of support services including counselling, mental health and well-being, learning support (disability), and student finance. This role sits within a well-established learning/disability support service.

The Learning Support Team are one of the first and ongoing points of contact for both current and prospective students with a broad range of disabilities, learning differences and enduring health/mental health conditions, some of which are of a complex nature.

We are seeking someone who is educated to degree level or equivalent, ideally holding a relevant qualification and/or training, with significant experience of providing assistance, advice, and guidance to disabled students within an education setting, preferably Higher Education.

The ideal candidate will be experienced and have a proven background in assessing the needs of disabled students. They will also be able to demonstrate knowledge and experience of identifying reasonable adjustments, non-medical help support, and creating effective individualised Learning Support Plans and Personal Emergency Evacuation Plans (PEEPs). Recent working knowledge and experience of assisting students in applying for and accessing support via Government Disabled Students' Allowances is also desirable.

The ideal candidate will possess excellent communication, time and task management skills, with the ability to work effectively under pressure to tight deadlines within a busy working environment. They will also have a proactive, solution-focussed approach to their work with good attention to detail in relation to record-keeping and administration.

The role is office-based at our Hope Park Campus, although attendance at other university campus locations may be required on occasion.

Interviews are provisionally scheduled to take place Friday 6th March 2026.

Job description/key duties of the post

Job Title	Learning Support Adviser	Grade 6
Service Area	Student Life	
Reports to	Senior Learning Support Adviser	
Accountable To	Head of Student Welfare & Well-being	

PURPOSE OF JOB

To contribute to the delivery of the University's learning/disability support service, providing advice and guidance to current and prospective disabled students with a wide range of support requirements, including physical/sensory impairments, health/mental health conditions, and specific learning differences.

To help facilitate the access and support requirements of students with disabilities, from application stage through to graduation.

KEY TASKS / RESPONSIBILITIES

- Provide information, advice and guidance to current and prospective students with disabilities, which will enable them to access their studies appropriately
- Assess the individual needs of an ongoing caseload of prospective and current students with disabilities in order to identify/review appropriate reasonable adjustments and/or non-medical help support, based on the students' specific circumstances
- Create effective Learning Support Plans which promote appropriate strategies for learning and engagement, focussing on students' particular needs
- Provide advice and guidance to students accessing Disabled Students' Allowance and other sources of disability support/funding
- Assist with the delivery of Learning Support service appointments, drop-in advice sessions and other direct communication with disabled students, as necessary
- Carry out effective Risk Assessments and Personal Emergency Evacuation Plans (PEEPs) for students with mobility or sensory impairments
- Create and maintain comprehensive, confidential case records for all prospective/ current students accessing the Learning Support service
- Respond to emails/telephone enquiries directed to the Learning Support Team
- Liaise with academic, admissions and student administration colleagues across university faculties to support transition and help ensure effective adjustments and/or support for students with disabilities

- Liaise with external stakeholders and contracted providers of non-medical help support services to the University, to ensure appropriate support is enabled for students with disabilities
- Provide information, advice and guidance during key university events (e.g. Open / Applicant Day events and new student arrival days, etc.)
- Support initiatives which raise disability awareness, reduce stigma and promote inclusive practice throughout the University
- To undertake any other duties commensurate with the post and as requested by the Head of Student Welfare and Well-being

Person Specification

Methods of assessment

Application form (A)

Interview (I)

Educational Requirements	Essential(E) / Desirable(D)	Method of assessment
Educated to degree level (or equivalent) and/or relevant experience	E	A
Relevant professional qualification and/or training	D	A
Evidence of relevant continuing professional development in the field of disability support	E	A
Membership of the National Association of Disability Practitioners (NADP)	D	A
Experience	Essential(E) / Desirable(D)	Method of assessment
Experience of providing information, advice and guidance to a diverse range of students with a variety of disability-related issues, in an education setting (ideally higher education)	E	A/I
Experience of assessing the support requirements of disabled students with a wide range of needs in an education setting (ideally higher education)	E	A/I
Experience of identifying appropriate reasonable adjustments and non-medical help support in an education setting for students with a wide range of needs, (ideally in higher education)	E	A/I
Experience of creating effective learning support plans/personal emergency evacuation plans (PEEPs) for disabled students	E	A/I
Experience of carrying out risk assessments with disabled students and creating formal risk assessment documents.	D	A/I
Experience of assisting students in applying for and accessing support via Government Disabled Students' Allowances	D	A/I
Experience of processing/maintaining accurate confidential case records and information using computer-based systems.	E	A/I
Experience of making appropriate referrals/signposting to additional sources of internal and external support	E	A/I

Skills and Knowledge	Essential(E) / Desirable(D)	Method of assessment
A good working knowledge of disability support related issues within an education setting (ideally higher education)	E	A/I
Clear awareness of relevant legislation, (e.g. Equality Act 2010/ Safeguarding/ duty of care) and the ability to identify and respond to wellbeing/ duty of care/ risk concerns when working with disabled students in an education setting	E	A/I
Knowledge and experience of current data protection requirements (GDPR) when working with sensitive and/or personal information	E	A/I
Working knowledge of SITS and E-reporter (or similar IT-based student information systems)	D	A/I
Effective communication skills with the ability to deliver information clearly, both verbally and written, to a wide range of audiences	E	A/I
Any other requirements	Essential(E) / Desirable(D)	Method of assessment
Ability to work under pressure within a busy, fast-paced working environment, using own initiative and without direct supervision	E	A/I
Effective organisational and time management skills with the ability to meet deadlines and demonstrate good attention to detail	E	A/I
Approachable, patient and empathetic listener with the ability to respond to others with balanced and sensitive judgement, especially when working with students experiencing difficulty	E	A/I
Ability to build effective relationships with students, and staff at all levels within an organisation	E	A/I
A proactive, solution-focused approach to work, with the ability to be administratively self-supporting	E	A/I
Ability to work in a flexible manner when required, including outside of normal office hours and weekends to assist with key events/meetings	E	A/I
Commitment to providing a high-quality experience to students with disabilities, underpinned by the mission and values of the University	E	A/I
Willingness to undertake training and development as appropriate.	E	A/I

Name of contact for queries

Mr John Ryan
Head of Student Welfare and Wellbeing
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 Fixed Term, for a period of 12 months.

Salary scale for this post is £33,002 - £37,694 (grade 6) 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
- 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.

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.

[How to apply](#)

Useful Links

[Life at Hope](#)

[People Services](#)

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[New International Staff](#)





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