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LIVERPOOL  
HOPE  
UNIVERSITY

1844

## Recruitment Pack

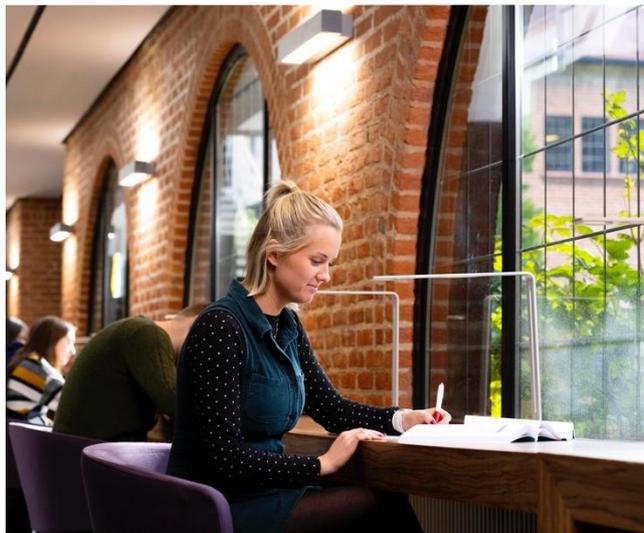
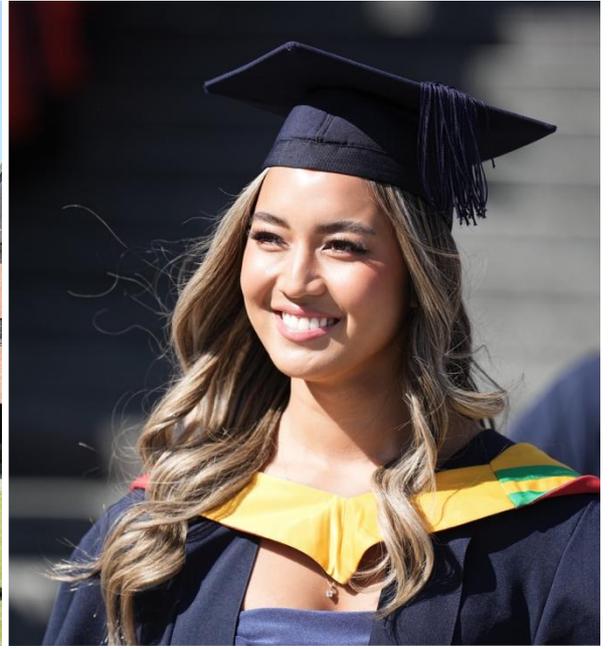
# SUPPORT ADMINISTRATOR

Job Reference: 4ASDW1V

Closing date: Monday 1<sup>st</sup> April 2026 at 9.00am (see below)

Application limit: This vacancy will close once the 30 application limit is reached.

[www.hope.ac.uk](http://www.hope.ac.uk)





**POST:** SUPPORT ADMINISTRATOR

**STARTING DATE:** tbc

**SALARY RANGE:** £25,804 TO £28,031 (Grade 4)

**TYPE OF CONTRACT:** PERMANENT

**WORK PATTERN:** FULL TIME

**REPORTS TO:** HEAD OF STUDENT WELFARE AND WELLBEING

## The Post

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

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

One of the main elements of this role involves managing and processing daily enquiries received through Student Life's main communication channels, and includes providing general information, assistance, and signposting to applicants, students, staff, and other key 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 aspect of the role includes providing administrative support to the University's disability/learning support function. Daily tasks will involve arranging and tracking client appointments, managing telephone and email correspondence, and generally ensuring the smooth running of administrative processes within the service. Other tasks will include 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 flexible, 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.

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## Job Description/Key duties of the post

### **PURPOSE OF JOB**

Engage in administrative duties supporting the Student Life Department and managers, with a particular focus on the Learning Support 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 all incoming telephone, email and face-to-face enquiries via the main Student Life communication channels
- Provide administration support specific to the activities of Learning Support service function, and general admin support/minute taking across the wider Student Life service, where required
- Maintain accurate and sufficiently detailed student support interventions and service access data records across the wellbeing service areas (Learning Support)
- 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 reception cover on the Student Life welcome desk when required
- Provide administration cover for the mental health and wellbeing service functions 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
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## Person Specification

### Methods of assessment

Application form (A)

Interview (I)

Presentation (P)

<b>Educational Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of assessment</b>
Educated to degree level (or equivalent)	<b>E</b>	<b>A</b>
Relevant professional qualification and/or training related to administration/advice/guidance/support	<b>D</b>	<b>A</b>
<b>Experience</b>		
Experience of working in an administration support role in a fast-paced office environment, engaging with computer/paper-based office procedures. Ideally, within a HE/FE education setting, or similar.	<b>E</b>	<b>A/I</b>
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.	<b>E</b>	<b>A/I</b>
<b>Skills and Knowledge</b>		
Friendly, approachable, patient and empathetic listener with proven ability to respond to clients with balanced and sensitive judgement in an inclusive manner.	<b>E</b>	<b>A/I</b>
High-level of proficiency and experience in the use of online data record systems and the Microsoft software suite/applications.	<b>E</b>	<b>A/I</b>
High-level of awareness of customer care good practice and experience of providing effective customer service at all times.	<b>E</b>	<b>A/I</b>
Working knowledge and experience of administering departmental spending/ purchase orders and invoicing information - ideally using Agresso/Unit-4, or similar computer-based accounting systems.	<b>D</b>	<b>A/I</b>
Working knowledge and experience of student/staff information record systems (e.g. SITS / Ciph r / E-reporter or similar).	<b>D</b>	<b>A/I</b>
Knowledge and ability to understand and collate data for monitoring/ reporting purposes.	<b>E</b>	<b>A/I</b>
Effective communication skills with the ability to create a good rapport with clients, some of whom may be experiencing distress.	<b>E</b>	<b>A/I</b>
A clear understanding of confidentiality/current GDPR data protection regulations, with the ability to handle sensitive/ personal information working within agreed guidelines.	<b>E</b>	<b>AI</b>

Ability and experience of taking effective notes/meeting minutes	E	A/I
<b>Any other requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of assessment</b>
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

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## Contact for Queries

If you have any questions regarding 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](mailto:ryanj@hope.ac.uk)

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## 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 £25,804 to £21,8031 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 20<sup>th</sup> 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.

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## 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.

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## 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.

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## How to apply

You can download the application form by the link below:

[How to apply](#)

## Useful Links

[www.hope.ac.uk/lifeathope/welcome](http://www.hope.ac.uk/lifeathope/welcome)

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

[www.hope.ac.uk/jobs](http://www.hope.ac.uk/jobs)

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