



LIVERPOOL  
HOPE  
UNIVERSITY

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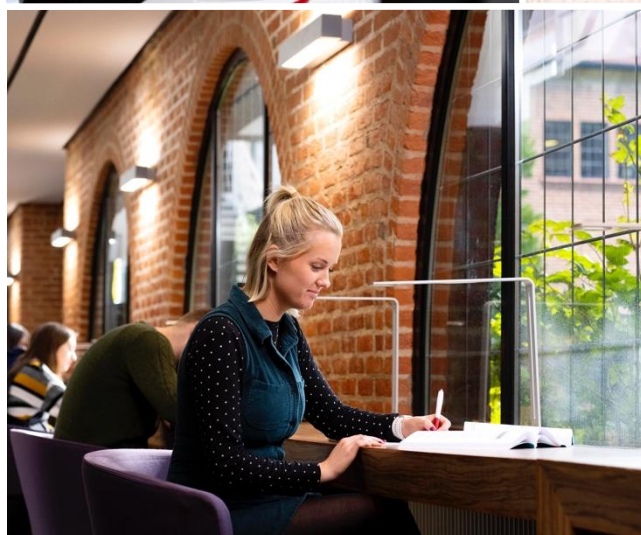
## Recruitment Pack

# Global Student & Partnership Centre Officer

Job Reference: 4AGSPC1A

Closing date: Monday 17<sup>th</sup> February 2025 by 5.00 p.m.

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







**POST:** Global Student & Partnership Centre Officer

**STARTING DATE:** ASAP

**SALARY RANGE:** £25,148 - £27,344 (Grade 4) per annum

**TYPE OF CONTRACT:** Fixed term

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

**REPORTS TO:** Global Student & Partnership Centre Coordinator

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## The Post

Liverpool Hope's Global Student & Partnership Centre is responsible for much of the University's international activity, such as, orientation, outgoing student exchange, semester abroad students and initial support of international students. It is seeking to recruit a Global Student & Partnership Centre Officer to assist with the running of short programmes, international student events and international student queries. The post holder will contribute to face-to-face student support and may occasionally have the opportunity to represent the University overseas.

The post holder will be a full member of the Centre and will be required to take responsibility for designed areas of activities, under the supervision of the Dean of Global Engagement or the Global Student & Partnership Centre Coordinator.

We are seeking someone who has international experience or has worked with international students or customers, as we believe that an interest in other countries or cultures will best allow you to undertake the role. Candidates should be familiar with the international student process and the steps it takes for them to study in the UK.

The post holder will be required to engage and enthuse applicants, students, partners and others, particularly from other countries, often being the front-face of the Centre to welcome international students and visitors.

Excellent organisational skills and communication skills are required, as well as an ability to empathise with students and partners from different countries and cultures. Candidates should have experience of study, volunteering, work or travel overseas face-to-face or virtual experiences. The ability to work under pressure and as a team player is an essential requirement of this post. The post holder will be required to work flexibly and be able to show personal initiative and judgement. Candidates should have knowledge of student support activities.

This post is a 12-month fixed term appointment.

## Job description/key duties of the post

<b>Job Title</b>	<b>Global Student &amp; Partnership Centre Officer</b>	<b>Code</b>	<b>Grade 4</b>
<b>Subject/Service Area</b>	<b>Global Student &amp; Partnership Centre</b>		
<b>Reports to</b>	<b>Global Student &amp; Partnership Centre Coordinator</b>		
<b>Accountable To</b>	<b>Dean of Global Engagement</b>		
<b>Purpose of Job</b>			
<p>The role of the Global Student &amp; Partnership Centre Officer is to support the varied activities of the Centre and assist in their development. These include international recruitment activities, non-degree seeking programmes, such as Study Abroad, Outgoing Exchange and Summer schools, partnership development with universities overseas, activities and events to support international students and overseas opportunities for home students. The post will support the centre on a number of levels:</p> <ol style="list-style-type: none"><li>1. Project planning and delivery – actively support planning, designing, delivering and evaluating programmes.</li><li>2. Relationship management- improving on recruitment targets by supporting relationships with international partners and collaborators.</li><li>3. Cross-University liaison - working with colleagues across the University to support and grow international student numbers and international activity.</li><li>4. Administrative duties as requested by the line manager and other senior manager.</li></ol>			
<b>Key Tasks / Responsibilities</b>			
<ul style="list-style-type: none"><li>• To support the planning and running of specific projects/programmes such as Summer Study Abroad, Ongoing Exchange and Recruitment Conversion.</li><li>• To support and assist with Open and Applicant days and international recruitment events in the UK, and possibly overseas.</li><li>• To assist in the maintenance of published information about courses, facilities, and services (i.e. contribute to the maintenance of the web pages, third party websites and printed publications as appropriate).</li><li>• To support the building of relationships across the University with support/admin and academic areas to support recruitment strategies and the international student experience.</li><li>• To support internal and external events where appropriate, including Arrivals and Orientation, some of which will be outside normal office hours.</li><li>• To undertake campus tours for international visitors and potential applicants.</li><li>• To undertake general office administration, such as travel booking, room booking and finance administration.</li><li>• To act as the first point of contact with generic email accounts, responding to them in a timely manner.</li></ul>			

- To act as first point of contact for enquiries in any form, including telephone, social media and face-to-face drop-ins.
- To represent Liverpool Hope University in a professional manner both on and off campus.
- To undertake any other duties commensurate with the work of the Team and the nature of the role as requested by the line manager.

**The nature of this post will require some flexibility of working.**

## 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	E	A
High level of literacy and numeracy	E	A
<b>Experience</b>	<b>Essential (E)/Desirable (D)</b>	<b>Method of assessment</b>
Experience of working in an office environment	E	A/I
Experience of delivering recruitment activities, short programmes and/or social/cultural events	E	A/I
Experience of autonomous working	E	A/I
Experience of working in a customer service-based role	E	A/I
Experience of overseas study, volunteering, work or travel	D	A/I
Experience of working with people from different countries	D	A/I
<b>Skills and Knowledge</b>	<b>Essential (E)/Desirable (D)</b>	<b>Method of assessment</b>
Good interpersonal and communication skills: able to relate to people from other countries in particular	E	A/I
Empathy to international applicants'/students' needs and situations	E	A/I
Understanding of international students' experiences in the UK	E	A/I
Knowledge of the University's international opportunities	D	A/I

Good ICT skills, including databases, spreadsheets and software systems, virtual presentation software	E	A/I
Ability to work under pressure	E	A/I
Ability to manage a varied workload within a project delivery context	E	A/I
Ability to work in a team	E	A/I
Ability to work independently and meet given deadlines	E	A/I
Ability to work under supervision to professional standards and accept guidance	E	A/I
Good knowledge of different forms of social media and how to use them effectively	E	A/I
<b>Any other requirements</b>	<b>Essential (E)/Desirable (D)</b>	<b>Method of assessment</b>
Willing to work flexible hours (including weekends)	E	A/I
Willing to travel and work away from home if required, including possible overseas travel	E	A/I
Willing to undertake training as required	E	A/I
Highly motivated and enthusiastic	E	A/I
Proactive approach to higher education	E	A/I
Commitment to providing a high-quality student experience underpinned by the mission and values of the University.	E	A/I
Willing to provide a high level of customer service to students, colleagues and external partners at all times	E	A/I



**Name of contact for queries**

Dr Wendy Bignold  
Dean of Global Engagement  
[bignolw@hope.ac.uk](mailto:bignolw@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 £25,148 - £27,344 (grade 4) 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
- 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.

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## **How to apply**

You can download the application form by the links below, or request a hard copy by emailing [jobs@hope.ac.uk](mailto: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](#)

[Job Opportunities](#)

[New International Staff](#)





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