



LIVERPOOL HOPE
UNIVERSITY

175 YEARS OF ACADEMIC
EXCELLENCE

LEARNING SUPPORT ADVISOR – 4ASDW1N RECRUITMENT PACK

Closing date: Monday 4th March 2024
by 09.00 a.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: Learning Support Advisor

STARTING DATE: ASAP

SALARY RANGE: £31,396 - £36,024 (Grade 6) per annum

TYPE OF CONTRACT: Permanent

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

REPORTS TO: Senior Learning Support Advisor

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 arts 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:

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 is 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 advice, guidance and assistance 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 in identifying reasonable adjustments, non-medical help support, and creating effective individualised learning support plans and PEEP's. 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 deadlines within a busy working environment. They will also have a proactive, solution-focused approach to their work with good attention to detail in relation to record keeping and administration.

Interviews are provisionally scheduled to take place on 26th March 2024.

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

JOB DESCRIPTION/KEY DUTIES OF THE POST:

Job Title	Learning Support Adviser (disability) Full-time / year-round	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 assistance to current and prospective disabled students with a wide range of support needs, including physical/sensory impairments, health/mental health conditions, and specific learning differences.

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

KEY TASKS / RESPONSIBILITIES

- Provide information, advice and guidance to current and prospective disabled students, which will enable them to access their studies appropriately
- Assess the individual needs of an ongoing caseload of prospective and current disabled students 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 service appointments, drop-in advice sessions and other direct work with disabled students as necessary
- Assess and identify potential risk factors in order to complete effective Risk Assessments and Personal Emergency Evacuation Plans (PEEPs) for students with mobility or sensory impairments
- Liaise with academic colleagues across university departments regarding the effective learning/disability support of disabled students within those areas
- Liaise with external stakeholders and contracted providers of non-medical help support services to the University, to ensure appropriate support is enabled for disabled students
- Assist with the delivery of service appointments, drop-in advice sessions and other direct work with disabled students as necessary
- Provide information, advice and guidance during key university events (e.g. Open / Applicant Day events and new student arrival days, etc.)

- Participate in events aimed at increasing the awareness of the student and staff community in the areas of disability and learning support
- 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

NAME OF CONTACT FOR QUERIES:

Mr John Ryan

Head of Student Welfare and Well-being

ryanj@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 £31,396 - £36,024 (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. 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
Educated to degree level (or equivalent)	E	A
Relevant professional qualification and/or training	D	A
Evidence of relevant continuing professional development in the field of disability support	D	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, ideally in a higher education setting	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 for students with a broad range of needs, ideally in HE	E	A/I
Experience of creating effective learning support plans/personal emergency evacuation plans (PEEPs) for disabled students	E	A/I
Experience of conducting risk assessments with disabled students	D	A/I
Experience of assisting students in applying for and/or accessing support via Disabled Students' Allowances	D	A/I
Experience of making appropriate referrals/signposting to additional sources of internal and external support	E	A/I
Significant experience in using Microsoft Office Word and Excel software packages	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
Knowledge and ability to identify and respond to well-being/safeguarding duty of care risk concerns when working with students	E	A/I
Clear awareness of relevant legislation, (e.g. Safeguarding/Prevent Duty, duty of care in an education setting)	E	A/I

Awareness 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 student information system)	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
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
Effective organisational and time management skills with the ability to meet deadlines and demonstrate good attention to detail	E	A/I
A proactive, solution-focused approach to work with the ability to be administratively self-supporting and efficient in the use of computerised office procedures	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 student experience underpinned by the mission and values of the University and willingness to undertake training and development as appropriate.	E	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

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/>

