



LIVERPOOL HOPE
UNIVERSITY

175 YEARS OF ACADEMIC
EXCELLENCE

SENIOR LEARNING SUPPORT ADVISOR – 4ASWW1D RECRUITMENT PACK

Closing date: Monday 26th June 2023
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



**LIVERPOOL
HOPE
UNIVERSITY**
1844

PERSONNEL DEPARTMENT RECRUITMENT PACK

POST: Senior Learning Support Advisor

STARTING DATE: ASAP

SALARY RANGE: £36,333 - £43,155 (Grade 7) per annum

TYPE OF CONTRACT: Permanent

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

REPORTS TO: Head of Student Welfare and Well-being

RECRUITMENT PACK

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 are of a complex nature.

We are seeking to appoint a Senior Learning Support Advisor who will be responsible for the effective day-to-day operational delivery of a busy learning/disability support service. The successful candidate will provide line management to a small team of Learning Support Advisers and take a lead role in providing specialist advice, guidance and consultation on disability-related matters to team colleagues, senior management, and academic colleagues from the wider university community.

Taking on a caseload the Senior Learning Support Advisor will assist with the delivery of service appointments and other direct work with prospective and current students, particularly those with support needs of a complex nature.

Experience of line management and managing performance of a team providing advice and assistance to clients with a range of disability needs in an education setting is a key requirement of the role. Alongside this, experience of assessing risk and completing risk assessments and Personal Emergency Evacuation Plans (PEEPs) for disabled students is also essential.

The ideal candidate will have a proactive, solution-oriented approach and possess excellent leadership and organizational skills, with the ability to liaise across a wide range of stakeholders to facilitate effective disability support within the University.

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

JOB DESCRIPTION/KEY DUTIES OF THE POST:

Job Title	Senior Learning Support Adviser (Disability)	Code	Grade 7 1.0 FTE
Subject/Service Area	Student Development & Well-being		
Reports to	Head of Student Development & Well-being		
Accountable To	Director of Student Life		

PURPOSE OF JOB

- Under the direction of the Head of Student Welfare and Well-being, manage the operational delivery of the University's learning/disability support service, providing assistance to prospective and current students with a wide range of moderate to complex support needs, from application stage through to graduation.
- To provide line management and day-to-day team leadership to a small team of Learning Support Advisers responsible for providing information, advice, guidance; assessment; identifying adjustments; developing Learning Support Plans/PEEPs; and providing DSA funding application assistance to prospective and current students with a disability, specific learning difference or long-standing health/mental health condition.
- To provide expert professional advice and consultation to the University on disability matters, complex support cases, sector best practice developments, and changes to legislation/national policy in the Higher Education context.
- To take on a caseload of students, in particular those where support requirements are high and/or complex.
- To play a key role in the quality monitoring and ongoing delivery of an efficient and professional disability support service that enhances the student experience.

KEY TASKS / RESPONSIBILITIES

- Provide effective day-to-day line management and lead expertise and guidance to a small team of Learning Support Advisers, ensuring consistent delivery of a high quality, student-focused service for disabled students, from pre-entry to graduation
- Identifying and assessing the needs of an ongoing caseload of prospective and current disabled students, particularly those with complex support needs, to enable appropriate adjustments and support
- Assist with the coordination and delivery of service appointments, drop-in advice sessions and other direct work with disabled students, as necessary
- Provide consultation/liaison/direction to academic departments to ensure that agreed reasonable adjustments and responsibilities are clearly communicated to students and staff, and enabled accordingly
- Identify cost-effective support solutions which enable students to engage effectively with their studies, whilst also encouraging independence
- Maintain effective working relationships with external stakeholders and contracted providers of non-medical help (NMH) support services to the University, ensuring that quality standards are maintained
- Remain abreast of current disability legislation, DSA arrangements and other relevant key national policy within the HE sector, providing advice and consultation to the University where necessary

- Provide statistical data and reports to the Head of Student Welfare and Well-being/other university managers when required
- Provide training opportunities for academic and other university staff on disability/ inclusion/ accessibility related issues
- Assist with the setting and meeting of established key performance indicators in relation to service delivery
- Provide advice and consultation to team/university managers where complex support needs are identified, including where there may be significant cost implications in providing such support
- Be responsible for the performance monitoring and ongoing development of the Learning Support Advisers, ensuring that key performance targets and service standards are maintained
- To provide advice/assistance to accommodation team colleagues to help ensure appropriate access to university living accommodation and teaching/study spaces
- Contribute to the periodic collection, evaluation and reporting of the views and opinions of disabled students accessing support services
- To work with wider student support service teams to deliver a collaborative approach to all aspects of student welfare and well-being
- To undertake any other duties commensurate with this 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 Wellbeing

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 £36,333 - £43,155 (Grade 7) 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 (from 1st September 2023) plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

PERSON SPECIFICATION

Methods of assessment

Application form **(A)**

Interview **(I)**

Task **(T)**

Educational Requirements	Essential(E) / Desirable(D)	Method of assessment
Educated to degree level (or equivalent)	E	A
Relevant professional qualification and/or training in a disability-related field	E	A
Membership of the National Association of Disability Practitioners (NADP) or equivalent	D	A
Evidence of relevant ongoing continuing professional development in the field of disability support/inclusion	D	A
Experience	Essential(E) / Desirable(D)	Method of assessment
Experience of line managing staff and directing the ongoing performance of a team providing advice and assistance to clients with a range of disability needs in an education setting, preferably Higher Education	E	A/I
Significant experience of advising on and assessing the support requirements of disabled students with complex/high-level needs in an education setting, preferably Higher Education	E	A/I
Experience of identifying effective reasonable adjustments/non-medical help support for students with a broad range of support needs	E	A/I
Knowledge of Disabled Students' Allowances and experience of supporting students to apply for and access DSA support	E	A/I
Experience of producing and advising on effective Learning Support Plans and personal emergency evacuation plans (PEEPS).	E	A/I
Experience of assessing risk and completing effective risk assessments and (PEEPS) for disabled students in order to address/mitigate identified well-being and health & safety risk concerns	E	A/I

Experience in the use of SITS and e-reporter, or other student information/CRM system	D	A/I
Experience in analysing, preparing and presenting statistical data, and report writing	E	A/I
Experience of delivering or assisting with staff training in the area of disability/inclusion	D	A/I
Skills and Knowledge	Essential(E) / Desirable(D)	Method of assessment
Extensive knowledge of disability support issues within the education context, preferably higher education	E	A/I
Knowledge of the range of support and funding available to disabled students in Higher Education	E	A/I
Clear awareness and understanding of relevant legislation (e.g. equality duty, safeguarding/duty of care responsibilities) in an education setting, preferably higher education	E	A/I
Knowledge of producing and conducting service user feedback processes and its implementation in service delivery and outcomes	D	A/I
A clear understanding of current data protection legislation (GDPR) and management protocols when working with sensitive and/or personal information	E	A/I
Proficiency in the use IT software packages, in particular, Microsoft Excel, Powerpoint and Word, and effective use of internet based search engines and resources	E	A/I
Excellent communication skills with the ability to communicate both verbally and written to a wide range of audiences, including effective presentation and interviewing skills.	E	A/I
Approachable, patient and empathetic listener who likes working with a wide variety of different people and has the ability to develop an excellent rapport with students and staff at all levels of the organisation	E	A/I
Personal attributes	Essential(E) / Desirable(D)	Method of assessment
Proven experience and ability of working within a busy, fast-paced, demanding working environment, with the ability to be administratively self-supporting, use own initiative and work without direct supervision	E	A/I

Excellent time/task management and organisational skills including good attention to detail, with the ability to work under pressure, prioritise workload and meet tight deadlines in order to achieve results	E	A/I
Flexible, positive, solution-focused approach to work and problems, with the ability to work flexibly when required in order to support team colleagues, including outside of normal business hours when required	E	A/I
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/>

