



LIVERPOOL
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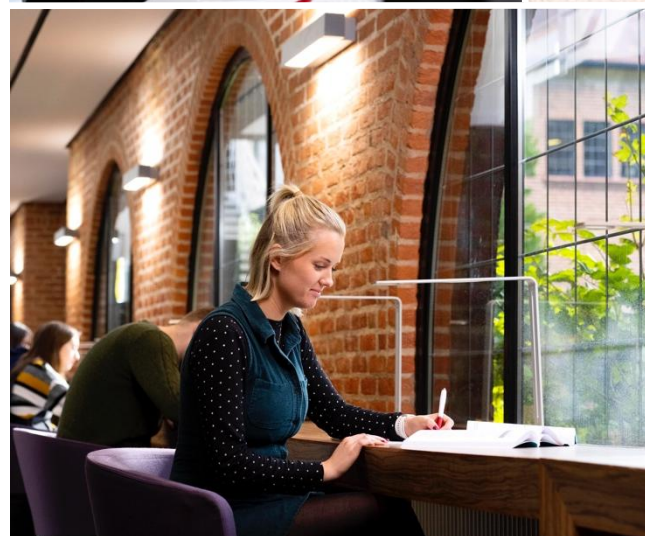
Recruitment Pack

Caseworker and Governance Administrator

Job Reference: 4AGPS25A

Closing date: Monday 8th December 2025 by 12 noon

www.hope.ac.uk





POST: Caseworker and Governance Administrator

STARTING DATE: Available immediately

SALARY RANGE: £25,804 - £28,031 (pro rata to hours worked) (Grade 4) per annum

TYPE OF CONTRACT: Permanent

WORK PATTERN: 27 hours per week (The hours are expected to be worked within core business hours between 08.00 a.m. and 5.30 p.m. Monday to Friday, with the exact pattern to be agreed with the successful candidate)

REPORTS TO: Head of Governance

The Post

Liverpool Hope University are seeking to appoint a Caseworker and Governance Administrator to provide comprehensive administration support for the University's Governance and Legal Services activities and ensure effective and efficient smooth running of systems including administration of the student disciplinary, fitness to study and complaints processes.

The successful candidate will have experience of working in a busy office environment and is required to have excellent organisational skills. They should have experience of working successfully within a team as well as being able to work independently. Strong communication and IT skills are essential, along with excellent attention to detail.

The role holder will be required to work flexibly and demonstrate the ability to prioritise and organise their own workload. Strong customer service skills are vital to this role.

This is a 27 hour a week permanent contract. The hours are expected to be worked within core business hours between 8.00 a.m. and 5.30 p.m. Monday to Friday, with the exact pattern to be agreed with the successful candidate.

This is a permanent post, subject to a 12-month probationary period.

Job Description/Key duties of the post

Job Title	Caseworker and Governance Administrator	Code	
Grade	Grade 4		
Service Area	Governance and Legal Services		
Reports to	Head of Governance		
Accountable To	Head of Governance		
Purpose of Job			
To provide comprehensive administrative support for the University's Governance and Legal Services activities.			
To ensure effective and efficient smooth running of systems including administration of the student disciplinary, fitness to study and complaints processes.			
Main Duties and Responsibilities			
<i>The post holder will be expected to:</i>			
<ul style="list-style-type: none">• Assist with the provision of a comprehensive administrative support service for all aspects of the Governance and Legal Services function.• Maintain, record and monitor complaints and misconduct records.• To assist with enquiries and correspond with students, academics and professional services staff.• Receive and process complaints and disciplinary referrals in a timely and efficient manner, adhering to the University's Policies and Procedures.• Support the Head of Governance and Senior Officer for Legal, Governance & Risk in developing relationships with key stakeholders. This includes liaising with them in relation to any administrative requirements relating to the Governance and Legal Services functions.• Support with tracking, updating and publicising University policies and guidance documents in line with governance processes and compliance timescales.• To provide administrative support to the Head of Governance, including report drafting, collating packs and document bundles, diary support including scheduling meetings, handling/dealing with routine enquiries and proof-reading documents.• Service and support student disciplinary panels, fitness to study panels and fitness to practice panels, to include preparation and distribution of document bundles, minute taking and following up on any action items.• Provide office administration including stationary ordering, booking travel and maintaining records relating to financial activities of the department.• To undertake any other duties commensurate with the grade as directed by the Head of Governance.			

Materials, resources & equipment to be used
Standard office equipment e.g. computer, printers, photocopier, telephone.
Qualifications / Experience Required
<p>Knowledge of Liverpool Hope University Structures/Management/Faculties.</p> <p>An ability to communicate effectively with colleagues at all levels within the University.</p> <p>The ability to manage time effectively and work flexibly.</p> <p>IT literacy including use of word-processing, spreadsheets and email.</p> <p>Tactful approach to sensitive matters including an ability to use discretion and maintain confidentiality.</p> <p>Ability to understand and apply policies and procedures within strict processes.</p>
Regular contacts (internal / external)
<p>Academic and Professional Services colleagues at differing levels of seniority across the organisation, including but not limited to;</p> <p>Student Life Accommodation Estates</p> <p>Campus Services Student Administration</p> <p>External agencies, for example the OIA.</p>
Staff Reporting to Post holder
None

Person Specification

PERSON SPECIFICATION

Methods of assessment

Application form **(A)**

Interview **(I)**

Presentation **(P)**

Educational Requirements	Essential (E)/Desirable (D)	Method of assessment
Degree or equivalent	D	A
Experience	Essential (E)/Desirable (D)	Method of assessment
A good, working knowledge of data or case management systems	E	A/I
Experience of interacting with students	D	A/I
Experience of multi-task administration	E	A/I
Experience of working in a busy office	E	A/I
Experience of organising and minuting meetings	D	A/I
Experience of dealing with confidential information	E	A/I
Skills and Knowledge	Essential (E)/Desirable (D)	Method of assessment
Excellent working knowledge of Microsoft packages	E	A/I
Knowledge of updating websites	D	A/I
Excellent customer-focussed approach to work	E	A/I
High-level communication skills	E	A/I
Proven track record of dealing with confidential matters	E	A/I
Proactive approach to work with a demonstrable ability to multi-task and prioritise workload.	E	A/I

Ability to work as part of a team, as well as independently, in a busy office environment	E	A/I
A flexible and adaptable 'can-do' approach to work	E	A/I
Ability to quickly assimilate complex processes and procedures and apply these in practice	E	A/I

Contact for Queries

James Leyshon
Head of Governance
leyshoj@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 permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £25,804 - £28,031 (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 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
- 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 link below:

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

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

www.hope.ac.uk/jobs





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