



An Introduction to Liverpool Hope University **for New Staff**



LIVERPOOL
HOPE
UNIVERSITY

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Introduction



Welcome to Liverpool Hope University.

You are joining a team of over a thousand staff who are collectively committed to providing a strong, exciting and intellectually stimulating environment in which the educational aspirations of our several thousand students can be met. You are joining this community at a particularly important time in our development and I trust that you will quickly feel at home here.

This booklet has been designed to help you find answers to some of the many questions that you will surely have as you take up your new post. In addition, it tells you something of the University's mission and history and gives you an outline of its organisational structures and facilities.

Whilst Liverpool Hope is one of the newest universities in the country, our history stretches back over a century and a half. We are proud of our past, confident of our present and ambitious for our future.

All staff are valued here. Whatever your role in the University, I hope that you recognise the importance of your contribution as part of the whole enterprise and team effort. Welcome to our community. I look forward to working with you, and with the whole of the Hope team, as we continue to build a University of which we and those who come after us can be justly proud.

Professor Claire Ozanne
Vice-Chancellor and Rector

The University's Mission

Liverpool Hope University is an ecumenical, Christian foundation that strives to:

- provide opportunities for the well-rounded personal development of all students;
- educate the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those with promise who might otherwise not have had an opportunity to enter higher education;
- be a provider of high quality educational programmes responsive to the needs of students in the UK and abroad;
- sustain an academic community, enriched by Christian values and culture, which supports teaching and learning, scholarship and research, encourages the understanding of other faiths and beliefs, and promotes religious and social harmony;
- be globally credible while contributing to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, North-West England and beyond.

The values to which Hope aspires and which are integral to the fulfilment of the Mission are to strive to:

- be globally credible while contributing to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, North-West England and beyond.
- 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 collegial, aesthetically pleasing environments and supportive communities,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

The Liverpool Hope Story

Liverpool Hope University pursues a path of excellence in scholarship and collegial life without reservation or hesitation. The University's distinctive philosophy is to 'educate in the round' – mind, body and spirit – in the quest for Truth, Beauty and Goodness.

Our History

It was then, almost 170 years ago, that our first founding colleges The Church of England's Warrington Training College (1844) and the Sisters of Notre Dame's Our Lady's Training College (1856) were established to provide teacher education for women. A century later, Christ's College was built opposite S. Katharine's where Hope Park is today, admitting its first students in 1964.

By 1980, the colleges had joined to form an ecumenical federation – the Liverpool Institute of Higher Education (LIHE). The late Archbishop Derek Worlock and Bishop David Sheppard wrote of this as being "a sign of hope" (Better Together).

LIHE later became a single, unified College and was given the new name of Liverpool Hope to represent the mission of the college. Liverpool Hope University was born in July 2005, when the Privy Council bestowed the right to use the University title. Research Degree Awarding Powers were granted by the Privy council in 2009.

Liverpool Hope Now

We are proud of our rich heritage but we continue to look to the future as we invest in the University. In recent years we have celebrated the opening of the EDEN (Education and Enterprise) building, and the opening of our Health and Sports Science avenue at Hope Park. The Creative Campus goes from strength to strength, with expansion of this campus planned for summer 2018.

All of these changes serve to enhance the idea of collegium and community at Liverpool Hope – something that has been at the heart of the University since its beginnings back in 1844.

The Governance of the University

Liverpool Hope University is a company limited by guarantee. The Company was established on November 29th 1996 and operates under a Memorandum & Articles of Association and Articles of Government (Constitution) approved by Privy Council. The Constitution lays down the powers and responsibilities of a number of bodies and individuals.

University Council is given wide-ranging powers. The Instrument of Government states that "the business and affairs of the Company shall be conducted by the Council" (para 36) and the Articles of Government set out the power and the responsibilities of the Council, including inter alia "determination of the educational character, mission and policy of the University" (para 1a), "ensuring the solvency of the University" (para 1b), "the appointment, assignment.....of the Rector and other senior posts" (para 1g), "to approve plans for the academic work of the University" (para 2a), "to determine the tuition fees and other fees payable to the University" (para 2f).

The Council can delegate any of its powers except the determination of the educational character and mission, ensuring the solvency of the University, the approval of the annual estimates of income and expenditure, the appointment or dismissal of the Vice-Chancellor and the varying or revoking of the Articles of Government. The Chancellor is formally the lay head of the University. The Chancellor's ceremonial duties include presiding at degree congregations.

The Vice-Chancellor has overall responsibility for the executive management of the institution and its day-to-day direction, and is accountable to the Council for the exercise of these responsibilities.

Senate is the primary academic decision-making body and advises the Vice-Chancellor and Council on the academic development of the University.



The Administration of the University

Administrative duties form a part of the work of many academic staff. In particular, the Heads of School and Subjects have a direct responsibility for the efficient running of academic departments. Nevertheless, much University policy is implemented through the Administration. The duties of the various groups, together with those of the Vice-Chancellor's Office, are set out below:

The University's Senior Management Team, namely Deputy Vice-Chancellor and Provost, Pro-Vice Chancellor (Research), Executive Director of Finance and Resources and Associate Dean in addition to the Vice-Chancellor & Rector. USET meet on a weekly basis.

Office of the Vice-Chancellor

Professor Claire Ozanne is Vice-Chancellor & Rector of Liverpool Hope University.

The Vice-Chancellor & Rector is also the Chief Academic and Administrative Officer of the University and, amongst many other things, is responsible to Council for the organisation, direction and management of the University and leadership of the staff.

Deputy Vice-Chancellor

Dr Penny Haughan - has overall responsibility for academic development throughout the University, including leading planning and implementing strategies to improve scholarship, overseeing the recruitment of high quality staff, developing key research clusters. Dr Haughan also has overall responsibility for Student Life and Learning, from Induction and Registration to Graduation and beyond into students' new careers and employment.

Pro Vice-Chancellor Marketing, Recruitment & Admissions

Mrs Jenny Wilkinson - has overall responsibility for Marketing, Admissions and Global Recruitment for Liverpool Hope.

Pro Vice-Chancellor (Research)

Professor Atulya Nagar - overall responsibility of Research at the University and the REF.

Executive Director of Finance, Services and Resources

Mrs Sue Beecroft - has overall responsibility of Resource Management and the Financial Planning of the University. She also has responsibility for Estates, Catering and Conferences, Finance and Plas Caerdeon.

Director of People Services

Mr Andrew Catterall - has overall responsibility of People Services at Liverpool Hope which covers all aspects of HR and Staff Training and Development.

Research Development

Liverpool Hope University submitted its return to the Research Excellence Framework 2014, under the guidance of the REF Steering Group, chaired by Professor Atulya Nagar.

Deans and Heads of School of Liverpool Hope:

Professor Stephen Davismoon - Dean of Faculty of Creative Arts and Humanities

Professor Cate Carroll-Meehan - Dean of Faculty of Education and Social Science

Dr Craig Marsh - Dean of Faculty of Business, Criminology and Law

Professor Nick Donnelly - Dean of Faculty of Human and Digital Sciences

Professor Stephen Kelly - Head of School of Humanities

Dr Jennifer Clear - Head of School of Computer Science and the Environment

Professor Omid Khayat - Head of School of Health and Human Sciences

Associate Professor Pavlos Xenitidis - Head of School of Mathematics, Computer Science

Professor Michael Brennan - Head of School of Social Science

Associate Professor Frank Su - Head of School of Education

Associate Professor Gary Anderson - Head of School of Creative and Performing Arts.

Student Support and Wellbeing

Student Support & Well-being is responsible for everything that directly influences student learning support and the pastoral and personal care of students. Led by the Deputy Vice Chancellor, Dr Penny Haughan, SSWB incorporates Corporate Communications & Marketing, Student Enrolment & Administration (SEA), Data Team, Student Futures, Student Learning, Student Life and the Global student and Partnership Centre (GSPC).

The Gateway to Hope Building is where students can access the range of support services, which in many ways make Liverpool Hope University distinctive. It is also the 'front door' of the University. The Service Desk is at the heart of the Gateway Building's operation and operates a 'triage' approach to Student Support & Wellbeing.

People Services

The People Services, led by the Director of People Services Mr Andy Catterall, is responsible for the recruitment of staff, their conditions of service, employment relations, probation, progression and promotion, Performance Reviews, and Equality and Diversity. The office is also responsible for Staff Development. Please refer to the People Services webpages via the Staff Gateway for Policies and Procedures etc and any training events being offered at Hope.

Finance

The Finance Office, led by the Head of Financial Service, Mrs Claudia McLean, is responsible for the financial affairs of the University and sustainability at Liverpool Hope University. These include budgeting and financial control; the preparation of financial information for all sectors of the University; maintenance of accounts; the receipt and processing of University income; payment of employees; student fees and related matters; and a variety of accounting functions including catering accounts, halls of residence accounts, summer schools, and so on. The Finance Office fulfils a vital function in preparing the annual accounts and estimates.

IT Services

The role of IT Services is to support the learning, teaching, research and administrative activities of Liverpool Hope University, in all of its locations. The IT team strives to offer students and staff an excellent and responsive service, welcoming feedback on user experience. The team's responsibilities include:

- IT infrastructure i.e. equipment, systems, telecommunications and networks, account management
- IT and AVA support
- Video conferencing
- Systems and web development
- Reprographics/Graphic Design/University post

Library and Learning Support

The Sheppard-Worlock Library, led by Director of Library Services, Ms Lorraine Beard provides a range of services to support users with their learning, teaching and research needs wherever they are. These services include:

- Library i.e. acquiring, maintaining, supporting the use and exploitation of materials relating to the teaching, learning and research activities undertaken at Hope
- Media and bookshop sales and services
- Distance learner support

Building Services and Estates

Estates, led by the Director of Estates Mr James Ellison, is organised in two principal sections. One is responsible for development work in preparation for new capital building projects.

The second section is responsible for the provision of campus services - electricity, heating and plumbing - and for the upkeep of the campus, including its grounds maintenance and landscaping.



Liverpool – The City

Liverpool is a remarkable city with a proud history. The year 2008 marked the beginning of an incredible new chapter in the city's story.

As the 'European Capital of Culture 2008', Liverpool witnessed a massive 12-month celebration of the best in the arts, sport, music, heritage and culture.

A modern, cosmopolitan, forward-thinking city, Liverpool is also steeped in history. From its birth as a city in 1208, through to its growth to one of the world's most famous port cities and the 'Second city of the Empire'; and from its economic downturn after the First World War to its current renaissance, the Liverpool story is never anything less than enthralling.

Liverpool has a proud maritime heritage and a world-class waterfront. The majestic River Mersey and the iconic buildings which surround it, set Liverpool apart from any other European city and attracts visitors from all over the world.

Liverpool also boasts more Grade I and II listed buildings than any other British city after London. It also has some of the finest modern architecture in Europe. Its world-famous skyline, defined by the Three Graces - the Royal Liver Building, the Cunard Building and the Port of Liverpool - have helped make Liverpool a World Heritage Site, joining an elite group including The Pyramids at Giza, Stonehenge and the Great Wall of China.

Regeneration is accelerating at an astonishing rate in the city, with more than £3bn being invested in major projects, which are changing the face of the city forever.

Liverpool is a leader in the arts field, and birthplace to a wealth of art, music and literature pioneers. This fine artistic heritage is celebrated in its stunning museums, galleries and music venues.

It is a centre of sporting excellence. Home of the world-famous Liverpool FC and Everton FC, Liverpool is far more than just a football city, leading the way in a range of sports, including boxing, racing, tennis and athletics.

At the heart of it all is the city's most valuable cultural asset, its people. Liverpool's vibrant, diverse communities helped us deliver a spectacular Capital of Culture year, which was 'quintessentially Liverpool'.

Explore Liverpool, visit www.visitliverpool.com



Useful Information

Academic and Administrative Procedures

This booklet is intended as an introductory document, providing brief, basic and practical information for staff as they join the University. The University Website has more extensive information relating to the areas listed below.

Access to Buildings

Most buildings are normally fully accessible each weekday between 8.00 am and 6.00 pm. At other times it may be necessary to gain access via Security (based in the Lodge on Taggart Avenue, Hope Park or the Lodge at the Creative Campus in Everton) and to sign a register. To minimise opportunities for theft, you are asked to make sure that all offices, laboratories etc. are locked and windows secured when they are vacated.

Accommodation

The University has very limited accommodation available for staff use; the Accommodation Team, based within Estates, may be able to offer some assistance, particularly in vacations. if you are looking for accommodation to rent or buy; you could look on www.rightmove.co.uk or www.zoopla.co.uk

Banks

There are also various banks close to the Hope Park Campus. A number of banks including a HSBC Branch, Santander and Halifax can be found on nearby Allerton Road.

Bookshop

The University Bookshop (a branch of Blackwell's) is based in the Library, and while its principal function is to cater for academic needs, it carries a wide range of general books. The bookshop is on campus only during certain periods.

Building Defects

Given the complexity of the University's buildings and services, defects will inevitably occur from time to time. They should be reported to Estates using the online request form, which can be found at www.hope.ac.uk/estates

Bus services

Arriva provides a link from Liverpool City Centre to the University - from the city centre numbers 35 and 75 (from Renshaw Street) about 5 minutes walk from Central Station and 10 minutes from Lime Street Station.

Stagecoach provides a link from Liverpool City Centre to the University - from the Liverpool One Bus Station number 86C, which stops right outside the University.

Bus number 78 can be taken from Queen Square bus station and stops on Woolton Rd. You can also take the 79 from Queen Square bus station to the Fiveways roundabout. Walk up Childwall Priory Rd to the shops and Taggart Avenue is on the right hand side (5 minutes).

Merseytravel's Journey Planner provides timetables and maps for all public transport operators across Merseyside, as well as door-to-door journey plans. Please see www.merseytravel.gov.uk or download the app for free.

The University also operates a shuttle bus which travels between the Hope Park Campus, Creative Campus and Aignurth Park throughout the day. Details of this bus service can be found at www.hope.ac.uk/informationfornewstudents/shuttlebus/ or from the Gateway Service Desk.

Campuses

Liverpool Hope has three Campuses Campus locations within Liverpool and Plas Caerdeon, an outdoor education centre in Barmouth. Hope Park is a 30 acre landscaped campus, four miles from Liverpool city centre. The Creative Campus is Hope's second major campus closer to the heart of Liverpool and is our centre for the Creative Arts.

Aigburth Park is the University's dedicated halls of residence in the south of Liverpool. There are 41 individual buildings, including 12 halls of residence (1157 student bedrooms, 47 guest bedrooms and 10 private residences).

Owned and operated by Liverpool Hope University, Plas Caerdeon Outdoor Education Centre in North Wales delivers residential outdoor activity courses to a wide range of external groups, including schools, youth groups of all ages, university students and staff.

The outdoor activity centre, a member of the Association of Heads of Outdoor Education Centres (AHOEC), is set in 18 acres of private, secluded woodlands within the Snowdonia National Park, North Wales overlooking the Mawddach Estuary - often described as one of the most beautiful in Britain.



Catering

The Hope Park Campus offers excellent catering facilities. Hope Park's food court 'Fresh Hope', includes a high-spec food hall, restaurant, coffee shop, lounge and convenience store. Our chefs are flexible to our clients' taste and dietary requirements – anything is possible from a business breakfast to canapé drinks receptions to gala dinners.

Eat at Hope Park

There are a wide range of restaurants and coffee shops at Liverpool Hope, serving hot and cold meals, snacks and drinks throughout the day. They are the ideal place to relax, meet up with friends and enjoy good food.

Keep up to date with all things food and drink at Liverpool Hope University by following Eat at Hope on Facebook, Twitter and Instagram.

Our Place Bar + Kitchen

Kitchen 11.30am-6pm (Monday-Tuesday) and 11.30am-9.30pm (Wednesday-Friday), Bar 4pm-late (Wednesday-Friday)

The newly revamped menu serves everything from hand-stretched pizzas made with freshly prepared dough and cooked in our authentic pizza oven, to succulent burgers and hot dogs, and a range of scrumptious shakes and smoothies.

Our Place Bar + Kitchen has a full and varied program of entertainment, and is available free of charge for students to hold events in. For full information, visit the Our Place Bar + Kitchen section of the website.

Fresh Hope Food Court

Open Monday-Friday, 8am-2.30pm

Fresh Hope is the largest eating place on campus, offering a wide selection of hot and cold breakfasts and lunches:

- British Carvery Bar: serving at least two hand-carved joints of meat, along with crispy roast potatoes, seasonal vegetables and all the trimmings
- Dish of the Day Counter: serving freshly prepared traditional and ethnic dishes from around the world
- Vegan and Veggie Bar: serving a selection of dishes suitable for vegetarians and vegans
- Freshly Prepared Deli Sandwich Counter: fresh sub rolls filled with a variety of fillings made while you wait
- Noodle Bar: freshly prepared with your choice of noodles, fillings and sauces
- Salad Station: selling a full selection of freshly prepared salads, jacket potatoes, soups, yoghurts and desserts

Fresh Hope Shop

Open Monday-Friday, 8.30am-5pm

The Shop, located within Fresh Hope, selling a full range of items you would find in any convenience store: sandwiches and meal deals, newspapers, frozen and chilled food, confectionery and snacks, as well as all the essential household items students need.

Fresh Hope Coffee Shop

Open Monday-Friday, 8.30am-5pm

The Coffee Shop, located within Fresh Hope, is an ideal place to catch up with friends or enjoy an informal meeting with a lecturer or colleague. The Coffee Shop proudly serves a full range of Starbucks coffees, teas and cold drinks, as well as small confectionary items. The Coffee Shop also stocks a wide range of cakes, fresh sandwiches, toasties and paninis.

EDEN Café

Open Monday-Friday, 8am-4pm

The EDEN Café, located on the first floor of the EDEN building, sells a full range of freshly brewed coffees and teas, cakes, fresh sandwiches, toasties and paninis. Indulge in a delicious milkshake or fresh fruit smoothie.

Zenn Café

Zenn is located on the first floor in Hope Park Sports.

Food Court

Offers a variety of menus which changes on a daily basis but which always features a wide selection of freshly prepared dishes including hot choices plus an extensive salad bar. Our chefs pride themselves on using seasonal, locally produced ingredients which enables them to offer a high quality standard of food which ranges from traditional to international with a flair!

The Cornerstone Café

The Cornerstone Café is a friendly cafeteria located on Creative Campus. Students can enjoy freshly brewed coffees and a full breakfast and lunch service, along with a range of snacks.

The Great Hall – Creative Campus

Up to 250 delegates can be seated for a formal meal in this unique and beautiful setting. The Great Hall provides a wonderful backdrop for prestigious events such as awards ceremonies, gala dinners, weddings or even a drinks and canapé reception. The stunning surroundings of the Great Hall with its highly polished floors, flooded with natural light from the vast windows and glass fronted balcony is truly an impressive venue.

Atrium – Creative Campus

This large airy open space really shows off the architecture of a Grade II listed building yet retains a contemporary feel with modern decor and permanent art exhibitions. This three-level space can be used for refreshment breaks and buffets, drinks receptions and as exhibition space.

The Chaplaincy

The Chaplaincy Centre is based in the Eden Building and provides a resource for the whole University community. Here you will find the Chaplains' office and a large common room which is open to all students and staff to use. The Chaplaincy is a relaxed place, with economical tea and coffee making facilities, newspapers and magazines, networked computers and a photocopier. Lots of people call in during the week to have a drink with friends, study and read. Sometimes the Chaplaincy can function as a quiet refuge for students and staff alike and the Chaplains are always happy to share the facilities and, where requested, to offer support, guidance or simply a listening ear.

Childcare

There are a number of local nurseries in the Childwall and Woolton areas surrounding the University, you could go to www.childcare.co.uk to do a search.

Counselling

The (Student) Counselling Service is based on the first floor in the Gateway Building. This is a confidential service and appointments can be booked by ringing Ext 3413. The University also has an arrangement by which staff may obtain advice free of charge, and in strict confidence. For details of this service please contact their HR Manager or the People Services Helpdesk on Ext 3189.

Dentist (Local Surgeries)

Local Dentist Surgeries are listed below:

Gentle Dental Care, Cosmetic dentist

108 Childwall Priory Road

T: 0151 722 3000

Fiveways Dental Practice, Dental clinic

19 Childwall Valley Road

T: 0151 722 5843

Khan Dental, Dental clinic

121 Allerton Rd

T: 0151 724 1888

Menlove Dental Surgery, Dental clinic

1 Menlove Ave

T: 0151 733 8449

Duthie Dental @ The Oral Health Practice, Dental clinic

113 - 119 Woolton Rd

T: 0151 722 2642

Near Creative Campus

The Community Dental Department, Dental clinic

Everton Rd

T: 0151 300 8222

Sheil Road Dental Practice, Dental clinic

74 Sheil Rd

T: 0151 263 3088

Royal Liverpool University Dental Hospital, Dental clinic

Pembroke Pl

T: 0151 706 2000

Doctors (Local Surgeries)

Local Doctors Surgeries are listed below:

The Surgery, Doctor

1 Childwall Abbey Rd

T: 0151 722 2280

Dr Orlans Surgery, Doctor

215 Childwall Rd

T: 0151 295 9300

Dr Khuraijam, Doctor

215 Childwall Rd

T: 0151 295 9330

Oak Vale Medical Centre, Doctor

The Fiveways Centre, 215 Childwall Rd

T: 0151 295 9330

Near Creative Campus

Islington Square Surgery

3 Islington Square, Liverpool L3 8DD

T: 0151 207 0848

Brownlow Group Practice

Old Royal Infirmary, 70 Pembroke Place, Liverpool, L69 3GF

T: 0151 285 4578

Albion Surgery

45 Everton Road, Liverpool, L6 2EH

T: 0151 300 8302

Disability

The University is committed to making the campus and its facilities accessible to staff and students with disabilities, and the Equality and Diversity Steering Group is in place to monitor this and other disability-related matters. Staff with disabilities who want to explore the possibility of obtaining support or equipment to enable them to carry out their duties more effectively, or who have any other concerns related to their employment, should contact Your HR Manager via email or ring the People Services helpdesk on **3189**.

Drinking at Work

Consumption of alcohol at the place of work during working hours is permitted only in licensed areas, or on special occasions, such as reception of visitors, presentations, or seasonal gatherings, and with the prior permission of the Head of Department. Being drunk at work will be treated as gross misconduct and may result in dismissal.

Equality and Diversity

The values to which Hope aspires and which are integral to the fulfilment of our Mission are to strive to:

- be open, accessible and inclusive;
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to all faiths and beliefs;
- be intellectually stretching, stimulating and challenging;
- be hospitable, welcoming, cheerful;
- be professional, full of Hope, creating collegial,

- aesthetically pleasing environments and supportive communities;
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnership.

Hope is committed to the principles of equality and diversity as well as the elimination of discriminatory practices. Within this context the University seeks to ensure that individuals to whom this policy applies are:

- treated with respect and dignity
- find it possible to participate fully in the life of the University
- are recognised for the varied contributions that contribute to Hope's mission
- have equal access to opportunities so as to maximise their personal, academic and professional development

Underpinning this approach is the principle that no individual will receive less favourable treatment on the grounds of sex, marital status, gender reassignment, racial group, disability, sexual orientation, religion or belief, age, socio-economic background, trade union membership, or any other irrelevant distinction.

At Hope the individual and individuality matter. We hold students, staff and visitors in high regard and we foster a working and learning environment that recognises and respects differences.

The University is committed to fulfilling its obligations under equality legislation. For further information regarding this, please refer to the Personnel Office webpage or ring Ext **3348**.

Finding Your Way Round

All the central campus buildings are numbered and lettered - e.g. HCA023, FML015 - depending on which building they are in etc. There are also various campus maps around the campus to help you on your way.

Health and Safety

All members and employees of the University have an individual duty, under Health and Safety legislation, to behave in a manner which will not endanger either themselves or anybody else. This means that there is a duty not to fail to take actions which result in safe working practices, as well as a duty to act responsibly. Staff and students must also pay due regard to any Health and Safety instructions and guidance issued by the University. Crucially, any member of the University responsible for staff or equipment must ensure that an assessment of the risks has been undertaken, and that the control measures are enforced. The University Health and Safety Advisor, Mr Eddie Fahy can be contacted on **0151 291 3835** or via email on **fahye@hope.ac.uk**

Insurance

The University is insured against a number of risks, but if you are contemplating any unusual activity on the University's behalf you should check with the Procurement Manager as to what cover is available. In particular, if you are using your own car on University business, you should have made an annual Driver Declaration and also you should make sure that your own insurance cover is adequate or speak to the Procurement Manager, based in the Finance Office to check before travel.

IT Services

IT exists to help students and staff make effective use of computing for study and work, and includes administrative computing which provides a full range of management information services. For further information on the centrally-located Helpdesk (Ext. **2100** or via email on **ITShelp@hope.ac.uk**). A code of practice in the use of computers and e-mail is available.

Learning and Teaching Support Services (AV Equipment)

Overhead Projectors, found in lecture theatres and seminar rooms, computer projectors, slide projectors, portable computers and other audio or visual aids are managed by the AVA Team, which is part of IT Services. Included in this grouping is TV, audio and video services. Details of the range of facilities may be found on the intranet. For AV Bookings ring Ext **2100** or email **itshelp@hope.ac.uk**

Learning Resources

Hope's Library is primarily located in The Sheppard-Worlock Library at Hope Park. The team offer students and staff a first-class service and is responsible for acquiring, maintaining and exploiting materials relating to the teaching, learning and research activities undertaken at Hope. Opening hours are phased across the academic year with 24 hour opening during key revision and examination periods. The Library offers a wealth of publications, research material, stationery sales, a self-service desk for out-of-hours service and extensive computer facilities on the mezzanine floor.

The Creative Campus has a recently refurbished library and new Reading Room, offering students a quiet place to study and work. If you want to find out more, visit the Library and Learning Spaces section of the website.

Living Sustainably at Hope

The University is committed to reducing its environmental impact and carbon emissions and improving our economic and social sustainability. As a result sustainability is embedded in all its activities.

Liverpool Hope has a key contribution to make to environmental sustainability through its management of the University estate and business operations, through teaching and research and through its influence on students, staff and the wider community. The University sector has been set some challenging environmental sustainability goals and Hope's staff all have a part to play in helping us to achieve them by managing their utilisation of resources responsibly. The University aims to raise awareness of environmental issues and through regular communications will let you how you can get involved to make a positive impact.

Further information on utility management, recycling, waste minimisation, travel and biodiversity may be found at www.hope.ac.uk/gateway/sustainability, on our Facebook page or by contacting the Sustainability Manager on Ext. **3248**.

Sustainable Procurement

Linked closely to sustainability is sustainable procurement, this means that we are aware of the impact that everything we purchase also has an impact on our carbon footprint.

We prefer to work in partnership with our suppliers to ensure that they treat their staff appropriately, that wherever possible they themselves purchase sustainably and to understand how they support their own local communities.

The University is also committed to supporting local, smaller businesses and purchasing food that is available in season.

Fairtrade - The University is proud to have been a Fairtrade University since 2005. All tea, coffee and sugar in our Catering outlets are Fairtrade and we sell some Fairtrade groceries in the shop and media shop. There is a Fairtrade Steering Group which raises awareness of Fairtrade by holding bake sales, supporting Fairtrade and other events throughout the year.

Lost Property

Any enquiries concerning lost property should be made in the first instance to the Security Lodge on Ext **3520**. Anyone finding property should hand it in there.

Performance Review

Liverpool Hope operates an annual Performance Review process during which all staff are assessed to ensure they are performing their role at the required level. The review process takes place all year round but is formalised in an annual review meeting at which the previous year's performance is discussed and targets for the coming year are agreed and set. The performance review scheme is an essential element in the ongoing management of performance. The link between performance and development is a central part of the scheme and hence conducting a review of performance is an essential part of the process. This will involve:

- Reviewing past performance
- Recognising the individual's achievements and contributions
- Identifying an individual's strengths and weaknesses
- Setting feasible performance objectives
- Planning staff development and improvements in performance within the framework of the University's needs

For further information, please see the Personnel Office's web site.

Postal and Related Services

The University Post Room is located on the ground floor in the Frances Mary Lescher Building next door to Print and Media Services, from here the distribution and collection of internal and external mail is organised. Advice on the optimum means of sending mail is available - ring Ext. **3082** for further information. Royal Mail post-boxes are also situated near the Triangle of shops off Taggart Avenue.

Print and Media Services

Departments generally have facilities for short-run photocopying. Reprographics in the Frances Mary Lescher Building (enquiries to **3091** or **repro@hope.ac.uk**) provides a complete printing service to the University. They can handle the majority of the University's printing requirements internally. All orders for printing should be sent to Reprographics along with an order form, and then they can advise on preparation, layout, paper etc. You can also order and purchase stationary from this department.

Salaries and Wages

All staff are paid on a monthly basis; payment is made on or around the 20th. The payment day is brought forward when the 20th of the month falls on a Saturday or Sunday. Staff with queries about their salary or wages payment, should enquire at the Salaries Office on Ext. **3052/3056**.

Security

There are two Security Lodges, one which is based in the I3 Building (Hope Park) and the other Lodge which is based at the Cornerstone Campus and its officers provide a valuable information service. The telephone extension of the Security Lodges are Ext **3520** (Hope Park) and Ext **3939** (Hope at Everton); all calls made to the University are routed to Security after the switchboard has closed at the end of normal business and at weekends. In an emergency, dial **3800** (Hope Park) or Ext. **3700** (Hope at Everton internally for Security or **999** (from any public call box) for direct public emergency services.

Shops

Convenience Stores are located at the Hope Park Campus, in the main Food Court. There is also a range of shops at the Triangle just off Taggart Avenue (5 minutes away from Hope Park) and on Woolton Road. Allerton Road has a variety of shops, restaurants and bars, which is approximately a 10 minute walk away from the Hope Park Campus.

Smoking

Smoking is prohibited in all University buildings on health and safety grounds. There are designated smoking areas around both campuses, please refer to the following link for a map: www.hope.ac.uk/media/gateway/staffgateway/estatesdocuments/Designated%20Smoking%20Areas%20Hope%20Park.pdf

Sport and Physical Recreation

The University has sport and recreational facilities called Hope Park Sports which is situated at the back of the Hilda Constance Allen Building.

The £5.5 million investment has a number of features, including:

- Main sports hall with 6 courts and a viewing gallery
- Squash courts



- Gym and fitness rooms
- Strength and conditioning suites
- Cafe

Based within the School of Science, the Sports Complex is the second phase in our Sports Science Avenue, which also includes our Health Sciences Building..

The aim is to integrate health sciences, sports sciences and the overall wellbeing of our students, and create a hub of sports activity and research on campus.

Fees

There are no monthly fees - a single yearly registration fee of £25 is all that is required and then the gym facilities, courts and fitness classes are all free for you to use!

How to join

All Liverpool Hope University students and staff can join the gym. You pay a yearly £25 registration fee, and then access is free for the year. Memberships will be valid from your induction date and will expire on the 31st August each year, after which a new registration will need to be taken out.

To join, go to the University Online Store to complete an application form and exercise questionnaire, and to make your £25 payment. Once payment has been accepted you will receive a confirmation e-mail explaining how to arrange your induction.

Facility Hire

All players must be registered Sports Complex members and must show Staff/Student

Card at reception before playing commences. To book any of the courts/pitches or for more details please ring us on **0151 291 2911** or call into the centre.

Sports Hall

Available to hire out to play Badminton, Short Tennis, Basketball, 5-a-side Football.

Squash Courts

There are 2 Squash Courts available to hire out, black soled training shoes are not permitted in the Squash Courts - no entry will be granted without the appropriate footwear.

AstroPitch

7 a side pitches available to book for football.

The following are not allowed on the pitch:- No glass, tins or ceramics, no smoking or fireworks, no dirty or muddy footwear, no chewing gum, no blades or studded boots. Failure to comply to these will result in the player not being able to participate in the booking.

Staff Development

The University is active in supporting the development of its entire staff to become more effective in their work, and in doing so helping the University fulfil its mission. The Staff Development Advisor is based in the People Services Office.

Various training sessions are offered throughout to year to staff which include Research, Learning and Teaching, IT Training, Health and Safety and soft skills training.

For further information on Staff Development events or procedures, please visit the Staff Development webpages, an email sent out to all staff. Sessions should be booked via the online store.

Student Development and Employability

The Service exists primarily to help students in their choice of career, and in implementing that choice on completion of a first or postgraduate degree, or on discontinuing their course. It can also help recent graduates and those seeking entry into higher education. The Service is located on the first floor in the Gateway Building.

Hope has invested in the University's first Employability Hub. The sole focus of the Hub is to make Hope students and graduates more attractive to employers.

Through the Hub the student also has a main point of contact for all things work related

including temporary work, work experience, Video CVs, graduate schemes, mock interviews, Careers Express, guest speakers, professional networking opportunities and much more.

The Hub will be home to the University's Employment Bureau whilst being an active place of work for students and graduates whose focus is work readiness.

If you would like to know more about the Hub please contact them on **0151 291 3068**.

Students Union

The Union office is based in the Frances Mary Lescher Building, promoting students' welfare and social interests, and campaigns on their behalf. It acts as a trading and service organisation and as an umbrella organisation to a vast number of clubs and societies, many of which welcome staff participation.

Telephones

The telephone system provides a comprehensive network for internal and external calls. External access varies according to the needs of the user. Many extensions have a 'direct dialling' facility.

All telephone traffic and costs are monitored by computerised call logging equipment. Full instructions on the use of telephones are available from Ext **2100** or itshelp@hope.ac.uk

Trade Unions

The University recognises the following trades unions for negotiating purposes - the UCU for academic and UNISON for clerical and manual staff. For more information, please contact Personnel.

Well-Being Assistants

Well-Being Assistants have responsibility for the safety and welfare of students in University residences. Full-time staff and full-time postgraduate students are eligible for such appointments, which are fully residential, and normally for a period of 1 year. Enquiries should go to the People Services Office on Ext **3189**.

Useful Contacts

Personnel

Name	Telephone	Email
Andrew Catterall, People Services Director	0151 291 3931	cattera2@hope.ac.uk
Clare Talbot, HR Manager	0151 291 3818	talbotc@hope.ac.uk
Rachel Bray, Recruitment Manager	0151 291 3379	brayr@hope.ac.uk
Karen Jones, HR Manager	0151 291 3348	jonesk1@hope.ac.uk
Annmarie Lowther, HR Manager	0151 291 3484	lowtha@hope.ac.uk
Linda Thompson, HR Manager	0151 291 3465	thompsl@hope.ac.uk
Shauna Anton, Staff Development Advisor	0151 291 3771	antons@hope.ac.uk
HR Reception for general enquiries	0151 291 3189	HR@hope.ac.uk
Jane Fitzgerald, People Services Administrator	0151 291 3245	fitzgej2@hope.ac.uk
Elaine Caldwell/Jeanette Hignett, HR Administrator	0151 291 3384	caldwe@hope.ac.uk/ hignetj@hope.ac.uk
Karen Lindon, People Services Administrator	0151 291 3755	lindonk@hope.ac.uk

Salaries

Name	Telephone	Email
Sarah Atkins	0151 291 3052	atkinss@hope.ac.uk
Julie Skinner	0151 291 3056	skinnej2@hope.ac.uk

IT Services Helpdesk

Name	Telephone	Email
Helpdesk	0151 291 2100	itshelp@hope.ac.uk

Library

Name	Telephone	Email
Enquiry Desk	0151 291 2041	
Issue Desk	0151 291 2000	

Estates

Name	Telephone	Email
Helpdesk	0151 291 3185	estates@hope.ac.uk
Emergencies	0151 291 3800	



Frequently Asked Questions

What do I need to do on my first day?

Your pre-arrival information should contain details of where you need to go and who you need to report to on your first day. If you need further information please contact your departmental administrator in the first instance. You can find their details on your department's website.

How do I get to the campus?

The University's web page shows how to get to the University by car, bus, train, coach or bike.

Where can I park on campus?

Liverpool Hope University operates a Car Parking charge for staff, students and visitors.

Staff and students have the option to purchase an Annual Parking Permit or to use the Pay and Display facility provided at each car park.

The annual cost for a Parking Permit for staff and students is:

Staff - Grade 6 and below - £70 per annum Staff - Grade 7 and above - £140 per annum

Blue Badge Holders (photograph identification to be verified) - Free of Charge.

Visitors, staff and students can use the Pay and Display facility which will be charged at £2 per day (Monday to Sunday from the hours 8am to 11pm).

Regardless of when, during the academic year, an application is made for an annual parking permit, the charge will be the same as for a full year and no refunds will be made.

For more information and details on how to apply for a parking permit, please visit:

www.hope.ac.uk/gateway/carparkingathope/staffparkingpermit/ or via the Estates Helpdesk on **0151 291 3185** or alternatively you can order your car parking permit via Liverpool Hope's online store: **www.hope.ac.uk/gateway/staff/stafffinance/onlinestoreinformationpage/**

How do I get a staff ID card?

On your first day (or soon after) you should be taken to People Services where you will be issued with your staff card. As well as being your staff identification, this card will give you access to various doors around the University if needed, the Library, Sports Centre and other University facilities.

How do I register for an email/IT account when I start working at the University?

All new staff's IT account logins and email accounts are usually automatically created by the People Services database before your employment commences. Your username will usually be the first 6 letters of your surnames followed by your initial and your password will be: LHU@first2letterofsurnameD.O.B (Format: DDMMYY)
e.g. username: murphym Password: LHU@mu130887

You should then be able to get access to computing facilities, if not, please contact the IT Helpdesk on Ext. **2100**.

How do I obtain information about my salary?

For information regarding your salary, please contact the Payroll Office on **0151 291 3056/3052**

Can I claim relocation expenses and if so how do I go about this?

You should speak to your Dean or other senior line manager who will be able to guide you on the University's policy on relocation expenses.

Who is my HR Manager?

Check the Who's Who page via the People Services web pages for details about the HR Manager/Administrator that works for your area.

Where can I find a copy of the new Salary Scales?

The Salary Scales can be located via the People Services Webpages via Policy and Procedure/Payments.

I am an hourly paid member of staff and I have not been paid this month. What do I do?

Firstly, have you completed a time sheet for the hours you have done and submitted this to your Faculty Admin Office or Line Manager. Timesheets are available on this site under Policy & Procedure/Payments. If so, contact your Faculty Admin Office and check that they have sent your form on to People Services.

If you are still having problems, contact People Services on **3189** or **hr@hope.ac.uk**.

When are the Payroll Deadlines?

Payroll deadline dates are available to download on this site under Policy & Procedure/Payments. Please be aware that all submissions must be made to your faculty admin/payroll before the deadline. Any subsequent submissions will be carried over to the next month.

Where do I find out more about Pensions?

For further information regarding Pensions, please refer to the Personnel webpages under www.hope.ac.uk/gateway/staff/personnel/employeebenefits/occupationalpension/. If you would like to speak to someone at Hope about pensions, please contact Jane Fitzgerald, People Services Administrator on 3245 or fitzgej2@hope.ac.uk, or Sarah Atkins, Payroll Manager on 3052 or jolleys@hope.ac.uk.

I am an international member of staff, what additional information is there to help me?

The People Services Office can provide basic information on the practicalities of living in the UK, including accommodation, banking, childcare, driving and travelling, medical care, Income Tax and National Insurance.

What do I do if there is a change in my personal details?

A member of staff is responsible for informing People Services in writing of any changes to his/her personal circumstances for example, changes to home address, name or bank details. This will enable Personnel to maintain an accurate record of personal details and ensure that communication from the University reaches staff promptly.

Notes



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