Administrator and Academic Advisor:

Person Specification

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| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **MEASURED BY** (A = Application / I = Interview) |
| **Education/Professional Qualifications** | | | |
| Educated to degree level or equivalent | X |  | A |
| Evidence of Continuous Professional Development within the last 12 months |  | X | A |
| Certificate in Advice & Guidance (NVQ Level 3), the Citizens Advice Bureau Certificate in Advice Competency, or an equivalent or higher qualification | X |  | A |
| Certificate in Advice & Guidance (NVQ Level 4), qualified paralegal status, or an equivalent or higher qualification | X |  | A |
| **Experience** | | | |
| Ability to monitor and maintain own standards | X |  | A / I |
| Ability to communicate effectively verbally and in writing | X |  | A |
| Demonstrable understanding of the issues involved in interviewing clients | X |  | A / I |
| Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training |  | X | A |
| Proven ability to supervise and monitor advice work and to maintain casework systems and procedures | X |  | A / I |
| Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing | X |  | A |
| Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment | X |  | A / I |
| Ability to train a small team of students and monitor their success | X |  | A |
| Experience of monitoring and maintaining recording systems and procedures | X |  | A / I |
| Experience of organising, servicing and reporting meetings and committees | X |  | A |
| Experience of providing administrative support in an office environment | X |  | A |
| Experience of assisting in project management tasks relating to governance |  | X | A |
| **Knowledge and Skills** | | | |
| Previous experience in HE/FE, SU or third sector, particularly in a supportive welfare role | X |  | A |
| Experience of studying or working in a Cathedrals Group university (or their SUs) or a small and specialist university (or their SUs) |  | X | A |
| Knowledge of, and commitment to, the values of LHSU | X |  | A / I |
| Knowledge of, and commitment to, the mission and principles of the LHSU Advice Service | X |  | A / I |
| Experience of working in a busy advice service (or similar) |  | X | A |
| Good knowledge of the common issues facing individual students in HE | X |  | A / I |
| Experience in delivering practical legal advice in benefits, debt, housing, and employment. |  | X | A |
| Ability to maintain accurate case files | X |  | A / I |
| Experience in maintaining a significant number of case files to exacting case recording standards |  | X | A |
| IT Skills (specifically Microsoft products) with a good understanding of Social Media and Networking | X |  | A |
| Experience of a case management system such as AdvicePro |  | X | A |
| **Personal Attributes** | | | |
| A committed individual, with the ability to cope with a busy environment | X |  | A / I |
| Strong interpersonal skills and the ability to work closely with volunteer trainee paralegals and Nightliners | X |  | A / I |
| Good case management skills with the ability to oversee multiple cases simultaneously | X |  | A / I |
| A compassionate individual, with the ability to empathise with students with complex support needs | X |  | A / I |
| Ability to handle sensitive information and maintain discretion at all times | X |  | A / I |
| A leader on equality of opportunity who values diversity and removes barriers to equality | X |  | A / I |
| Commitment to working in a democratic and student led environment | X |  | A / I |

Advert:

Vacancy: Administrator and Academic Advisor

£24,461 - £27,511 plus pension (equivalent to Grade 5 on Liverpool Hope University pay scale)

Responsible to: General Manager

Hours of Work: Full-time, (35 hours per week) predominantly 9am – 5pm, September – June inclusive (10 months) However, working outside of these hours is required on occasion, particularly during term-time, and there is the opportunity for flexible TOIL arrangements by pre-agreement with the Line Manager.

We are seeking a committed and enthusiastic Administrator and Academic Advisor to join a small team of staff at an incredibly exciting time for the Union. We are looking for a person who has the ability to supervise, support and develop the Advice Service, while showing excellent administration skills in all areas.

Liverpool Hope Students’ Union is an exciting and vibrant place to work. We currently have three areas of focus: Student Voice / Representation, Advice / Welfare, and Student Activities. The LHSU Advice Service is well established and provides free, independent, confidential and impartial advice to students on their rights and responsibilities.

The successful candidate will become part of a vibrant and enthusiastic team and will offer advice to students, support and direction to trainee paralegals, foster and maintain healthy relationships with all stakeholders, and will have a good understanding of the advice and welfare needs of students in HE.

Closing date for applications: Wednesday 7th October (5pm); Interviews Thursday 15th October; Estimated earliest start date: Monday 21st October

Please create a personal statement detailing how you meet the criteria on the person specification and send this to [suadmin@hope.ac.uk](mailto:suadmin@hope.ac.uk) by the closing date.