**Administrator and Academic Advisor**

**Job description and further particulars**

Recruiter: Liverpool Hope Student Union

Location: Hope Park, Liverpool

Hours: 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

Contract: Permanent, subject to 6 months’ probationary period

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

Reports to: Union Development Manager

**Purpose:**

1. To provide administration support to the Sabbatical Officers, Union Development Manager and Student Activities and Engagement Officer.
2. To provide confidential and impartial support and advice to students on academic issues such as; mitigating circumstances claims, appeals, complaints, panel statements and student academic representation with the aim of helping them to successfully complete their studies. The post-holder will also take responsibility of recording case details and ensuring records are accurate and up to date.

**Key Responsibilities:**

* To organise and timetable the Trustee Board meetings and to keep a record of Trustee and board members attendance.
* Collate the papers and agenda for the Trustee Board Meeting and distribute to the attendees electronically.
* Act as secretariat to LHSU meetings including Forum and Trustee Board as advised, distributing the minutes in good time before the next meeting is scheduled.
* Collate and log all expense forms, petty cash etc. for the Finance Officer, ready for them to action.
* General paperwork duties for the office, such as printing, stapling and shredding.
* Answer telephone enquiries and forward to the relevant office member where appropriate.
* To book rooms as necessary for events and / or meetings.
* Organise conference bookings, travel and accommodation.
* Assist in maintaining the social media account.
* To provide a welcoming, supportive and well-informed advice and guidance service
* To ensure the provision of high-quality advice and information on a range of academic related matters including academic appeals, academic misconduct, complaints, disciplinary, mitigating circumstances and wellness review issues.
* To maintain accurate case notes and collect data for Union data reporting, impact reports and service provision.
* To conduct face-to-face, telephone and online appointments with students, and monitor and deal with enquiries within the SU Advice inbox.
* Support students in their preparation of statements and evidence for hearings or meetings with third parties such as the University.
* Undertake various research methods to obtain information to assist cases for students.
* Attend relevant training to ensure that knowledge on policies and procedures are up to date.

This job description reflects the key duties and responsibilities of the post at time of writing. Applicants should be aware that over a period of time, and as circumstances change, these duties and responsibilities might be required to change. It is therefore anticipated that from time to time this job description may be reviewed with the post holder.