

LIPA

THE LIVERPOOL INSTITUTE
FOR PERFORMING ARTS

Job Description

Job Title	Student Services Administrator
Salary Scale	LIPA Scale 3
Responsible To	Programme Administration Manager Programme Administration Team Leaders
Responsible For	N/A
Number in Post	3
Date Drafted	April 2026

Job Purpose

To provide high-quality administrative support across Student Services, ensuring the accurate maintenance of student records and the delivery of an efficient, friendly and responsive service to students, staff and external partners. The role supports the Student Services Coordinator and the Head of Student Services.

Major Tasks

1. Service delivery and support
2. Student records and administration
3. Operational support and workflow
4. Events and activities
5. Teamwork and collaboration

Job Activities

Major Task 1: Service Delivery and Support

1. Provide a welcoming, professional first point of contact for students and colleagues, responding to routine enquires and signposting more complex queries to the Student Services Coordinators or Head of Student Services.
2. Deliver timely and accurate administrative support for all Student Services processes, following Institute regulations, policies and procedures.
3. Maintain confidentiality and ensure all data is handled in line with data protection requirements.

Major Task 2: Student records and Administration

1. Accurately input, update and maintain student information in relevant systems.
2. Support enrolment, assessments, attendance monitoring, timetabling, and other core processes as required.
3. Prepare documentation, reports and correspondence under the direction of the Coordinator or Head of Student Services.

Major Task 3: Operational Support and Workflow

1. Complete allocated tasks within agreed deadlines, escalating any issues or pressures to the coordinator.
2. Assist with daily operational tasks and contribute to effective workload management, especially during busy periods such as enrolment or assessment cycles.
3. Follow established procedures consistently and provide feedback to support improvements.

Major Task 4: Events and Activities

1. Provide administrative and on the day support for key student-facing events such as induction, showcases, examinations and graduation.
2. Liaise with internal and external contacts to organise logistics (room bookings, equipment, materials, communications) as required.

Major Task 5: Teamwork and Collaboration

1. Work collaboratively with colleagues in the school/s and across the wider Institute, supporting consistent and high-quality service delivery.
2. Participate in team briefings, training and development activities.
3. Contribute to a positive, supportive team culture and uphold Institute Values.
4. Assist in identifying opportunities to improve processes and enhance the student experience.
5. Undertake and other duties appropriate to the role, as directed by the Student Services Coordinators or Head of Student Services.

Major Task 6: Other Duties

1. Work flexibly including contributing to work projects of a general nature and providing cover for other staff.
2. Participate in staff appraisals and training programmes as required.
3. To carry out duties at all times with due regard to all Institute policies as agreed and revised from time to time.

Notes:

This job description will be reviewed annually as part of the appraisal process and may be varied in the light of LIPA's changing business needs. The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Location:

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within his / her competence, such jobs being in his / her present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

Hours:

22.5 hrs per week or 37.5 hrs per week, Monday – Friday. Occasional out of office hours working will be required, involving evenings or some weekends.

Person Specification – Student Services Administrator

		To be identified by:
Education and Qualifications:		
Possess 5 GCSEs including English and Maths Grade 4 or above.	Essential	Application form/ Qualification Certificates
A degree or equivalent qualification.	Desirable	Application form/ Qualification Certificates
Experience / Knowledge:		
Ideally two years' experience of working in a FE/HE environment (or equivalent).	Desirable	Application Form/Interview
At least two years' experience of working in a busy office.	Essential	Application Form/Interview
Experience of taking minutes at meetings.	Desirable	Application Form/Interview/Task
Demonstrable experience of using databases, spreadsheets, and associated software.	Essential	Application Form/Interview/Task
Awareness of Equality and Diversity and access issues.	Essential	Application Form/Interview
Skills and Ability:		
Excellent IT skills across the range of Microsoft Office applications.	Essential	Application Form/Interview
Good organisational skills.	Essential	Application Form/Interview
Proven ability to work to deadlines and under pressure.	Essential	Application Form/ Interview/Task

Ability to multitask and prioritise appropriately.	Essential	Application Form/Interview/Task
Ability to work accurately and with attention to detail.	Essential	Application Form/Interview
Possession of good interpersonal skills.	Essential	Interview
Ability to work collaboratively with other staff and students.	Essential	Interview
Adhering to confidentiality and data protection guidelines.	Essential	Application Form
Commitment:		
To LIPA's Equality and Diversity policies and practice.	Essential	Application/ Interview
Enthusiasm and flexibility in their role with a 'can do' attitude.	Essential	Application/ Interview
To the provision of a high level of service to our customers.	Essential	Interview