

► Website Admin Assistant

Department:	Communications Team
Reports to:	Senior Brand Co-ordinator
Pay band and salary range:	£12.60 per hour (plus holiday pay)
Working Pattern:	Part-time at 7 hours per week • shift pattern to be mutually agreed weekly with your line manager • flexibility is required and may include evenings and weekends • you will not be working holidays or achievement weeks • we will be flexible around your university work

Role summary:	The Website Admin Assistant helps keep the Students' Union website working smoothly so students can always find what they need. In this role, you'll make simple updates in our CMS (MSL), sort out login and permissions issues, and troubleshoot common technical problems. You'll support staff and students when something on the site isn't behaving as it should, helping to keep everything accurate and up to date. You'll also look after the shared communications inbox, giving students friendly, helpful replies and passing more complex issues to our web provider MSL when needed. It's a great role if you enjoy problem-solving, learning new systems and making a real difference behind the scenes.
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Key responsibilities

Website administration

- Carry out simple updates on www.lancashiresu.co.uk, including editing text, uploading documents and fixing links.
- Support staff and student with login issues, account access and permissions
- Troubleshoot common website problems and escalate anything more complex to MSL support.
- Make small HTML fixes when needed to keep pages tidy, accurate and easy to use.

Collaboration with colleagues

- Work with staff and student representatives when they need help resolving website or system issues.
- Provide guidance to colleagues across the organisation on how to use MSL effectively when requested.

Customer service

- Take ownership of the shared email inbox and respond to enquiries in a friendly and helpful way.
- Make sure queries reach the right place when further support or escalation is needed.

Specific duties and activities

In this role, you'll help shape the online experience for thousands of students, making sure the Students' Union website is easy to use. You'll bring curiosity and care to every update

you make, fixing issues with confidence and keeping information reliable and easy to find. Whether you're solving a login problem, supporting a colleague with a page update or helping a student get the answers they need, you'll play a key part in keeping our website up-to-date. This role offers the chance to develop valuable technical skills, take ownership of meaningful work and make a real behind-the-scenes impact.

Website administration

- Carry out regular updates across www.lancashiresu.co.uk to ensure information is accurate, accessible and easy for students to understand, including editing text, uploading documents, maintaining links and refreshing outdated content.
- Support staff and students with login difficulties, account permissions and access requests, making sure they can use the tools and features relevant to their roles.
- Make small HTML adjustments when required — such as correcting formatting, updating tables, or adjusting link structures — to keep pages looking clean, consistent and user-friendly.

Collaboration with colleagues

- Work closely with staff and student representatives when they encounter issues using MSL or when content on their pages needs fixing, clarifying or reorganising.
- Deliver basic guidance to colleagues across the organisation, helping them understand how to use MSL if they run into an issue
- Act as a helpful point of contact for any MSL-related questions, offering clear explanations and guiding colleagues towards the best solutions.

Customer service

- Take responsibility for the shared mail inbox, making sure enquiries are read, understood and responded to in a friendly and helpful manner.
- Provide clear support to students who are struggling to access information, create accounts, log in or navigate the Students' Union website, ensuring they feel confident using our online services.
- Help maintain a positive online experience for all students by ensuring queries are handled professionally and that communication feels approachable and student-focused.

General to all staff

- The principal roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff must always adopt and endorse the Union's Vision and Mission Statement and all supporting policies, across all aspects of the role.
- Staff are required to have a Personal Development plan and to participate in training, meetings or conferences considered relevant to their job.
- Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook.
- To abide by the Union's policies and procedures.
- To adhere to all health and safety legislation.
- To undertake any other task that is deemed reasonable within your skill set.

Person Specification

Qualifications/Training	Essential	Desirable	Assessed
Current student at the University of Lancashire	X		Application and Interview
Basic IT or digital skills gained through study, work or personal experience	X		Application and Interview
Knowledge & Experience	Essential	Desirable	Assessed
Experience using websites or online platforms	X		Application and Interview
Confidence solving simple technical or login issues	X		Application Interview
Experience using website content management systems (CMS)	X		Application and Interview
Experience using MSL		X	Application and Interview
Skills & Qualities	Essential	Desirable	Assessed
Good attention to detail when updating information	X		Application and Interview
Clear and friendly communication skills	X		Interview
Able to organise tasks and manage time effectively	X		Application and Interview
Comfortable learning new digital tools and systems	X		Application and Interview
Ability to make simple HTML edits		X	Application and Interview
Values and Behaviours			
• Acting with courage - Willingness to speak up on tough topics with care and respect, encouraging a culture of standing up for what's right.			
• Prioritising Joy: Embracing fun and light-hearted moments, creating a welcoming environment, and celebrating successes together.			
• Doing what we say we will: Clear and consistent follow-through on commitments, setting realistic goals, and proactively addressing challenges.			
• Curiosity not judgement: Approaching new ideas with curiosity, welcoming different perspectives, and being open to learning.			
• Staying Human: Communicating openly and honestly, respecting personal boundaries, and showing compassion during tough times.			

We are aware this is a brand-new role, and you may have questions about it before applying, so please email lpalachciak@lancashire.ac.uk

Application deadline: Friday 19th December 2025

Interviews: Monday 19th January 2026

To start in role Monday 26th January 2026

To apply: please submit your CV, a cover letter also stating which campus you are based at, and a completed Diversity Monitoring Form prior to the deadline. Please remember to include both as a word document, otherwise we will not be able to continue with your application. The University Careers Team can support you with creating these.

In your cover letter, please tell us:

- Why you are interested in the role
- What you would bring to the SU (use the information above)
- What excites you about the role and how this would support your career

We're more interested in your ideas and enthusiasm than your grades or previous experience - so don't worry if your CV isn't perfect.

We're especially keen to hear from students from marginalised or underrepresented communities, including those who may not meet every single point in the job description. If the role interests you, we encourage you to apply.