



London Met Students' Union

Job Title:	Student Communities Coordinator
Salary:	£29,500 -£33,500 (including London Weighting)
Report To:	Student Communities Manager
Responsible For:	Student Societies and Student Media
Direct Reports	Student staff

Job Purpose:

- To coordinate all aspects of Student Communities (Groups and Societies) within the Students' Union, ensuring that all activities are in line with LMSU policies, procedures and that student group leaders and members engaging with our student groups receive a high-quality service
- To train, support and empower student group leaders, ensuring they are equipped with the information, skills and resources needed to run their groups effectively
- To promote opportunities to set up and join student groups and student media among the wider student body, contributing positively to the experiences of students at London Met and increasing engagement with the Students' Union
- To develop Student Communities in line with best practice and student needs

Main Duties and Responsibilities:

Coordination of Student Communities

- Act as the main point of contact for all inquiries about Student Communities at LMSU, ensuring students, staff and other stakeholders receive timely responses and excellent customer service
- Keep accurate, up-to-date records of student group membership, maintaining all records, databases and booking systems as required in support of the operational demands of the Student Communities service.
- Coordinate elections for student group committee positions, ensuring all student groups have the necessary number of committee members in place and setting up and administering new student groups
- Ensure that all aspects of Student Communities are accessible and inclusive so that all students can access and use the service regardless of their circumstances
- Oversee health and safety and risk assessments for Student Communities and manage the risk associated with external guest speakers and freedom of speech
- Coordinate the elections for and running of Student Communities Committee and work with the Democracy & Representation Coordinator to elect representatives from student groups onto Student Council
- Ensure that all information on the Student Groups webpages and in other related resources is accurate, up to date and relevant, providing information to students seeking information about student groups and to those students already involved in student groups both as volunteers and as members
- Develop, deliver and evaluate annual action plans to increase engagement with student groups and student group leadership roles among students from underrepresented groups and to increase awareness among new and returning students of the opportunities available to get involved in student groups
- Support the Activities and Opportunities Officer with their priority goals, projects and events on issues relating to student opportunities, community building, employability and barriers to participation in extracurricular activities
- Support in the day to day running of our student media (Verve: Radio & TV)
- Support the Leadership Team in the review of all relevant operational policies and procedures and develop and maintain effective systems and processes to support student groups and the Student Communities service
- Record and report on outcomes and impact, working with student groups to collect and collate data and case studies to demonstrate the effectiveness and impact of Student Communities and communicating successes to the Union and University
- Recruit, train and supervise student staff working within Student Communities
- Be responsible for the oversight and operational delivery of all other aspects of Student Communities

Support for Student Groups

- Apply the principles and practices of Investors In Volunteering (IIV), ensuring that all student volunteers receive the information, training and ongoing support needed so that they have a meaningful and rewarding volunteer experience
- Plan, deliver and evaluate an annual training programme for all new student group committee members (live and on demand) to ensure that they are equipped with all the information and skills they need to run their groups effectively and are aware of all relevant policies, procedures, systems and processes in place
- Identify and ensure the provision of ongoing development opportunities throughout the year that will support the development of skills and experiences for student groups leaders and increase their employability
- Develop and maintain effective communication channels with student groups, ensuring the provision of regular, relevant information and responding in a timely way to all queries and questions ensuring an excellent level of customer service
- Support student groups and student media in the delivery of their events, activities and projects for the benefit of their members and the wider student community at London Met and in line with LMSU's policies and procedures
- Assist with the production of relevant promotional materials and resources for student groups/student media and provide support to student groups to plan, promote and successfully deliver their events, activities and projects working with the Comms and Marketing team to ensure these are also highlighted in LMSU comms
- Support the part-time Liberation Officers in establishing and maintaining their Liberation Forums
- Foster a partnership approach and encourage collaboration on joint events and projects between student groups where appropriate
- Support student groups with the handover of their groups at the end of each academic year, including coordinating elections and providing support to new committee members with their induction activities and student group development plans

Service Development

- Ensure up to date knowledge of legislation, policy and best practice in the Student Activities and Opportunities sector and apply this to inform developments to the Student Communities service
- Support the Student Communities Manager in developing and improving the Student Communities department, ensuring that developments are responsive to feedback from students and in line with the strategic aims and priorities of LMSU
- Develop a system of accreditation for student groups and methods of bringing these groups through the accreditation process
- Develop the capacity within student groups so that they in-turn can train and develop students who become members of their groups
- Identify and engage student groups in local, regional, and national, projects and campaigns, where appropriate

Stakeholder relationships

- Develop and maintain effective professional relationships and networks with colleagues throughout the Students' Union and University to maximise opportunities for student groups, increase participation and support the delivery of Student Communities in order to improve the overall student experience.
- Build and maintain networks across the student movement to stay up-to-date with and maintain knowledge of sector developments and best practice

Finance and Compliance

- Contribute to budget planning within the Student Communities department.
- Adhere to all LMSU policies and procedures, and ensure all activities within your areas of responsibility are fully compliant with relevant University policy and with legislation, including the Education Act, GDPR and health and safety
- Support the Student Communities Manager in establishing, developing and maintaining financial operational processes relating to student group finances, including fundraising, income and expenditure, ensuring that correct policies and procedures are followed

Other duties

- Support the organisation and delivery of key events in the LMSU calendar, including (but not limited to) Welcome Week, Leadership Elections and Student Awards, and coordinate student group participation in these
- Work closely with other departments on collaborative projects and events when required
- Attend relevant meetings within the Students' Union, with the University and with other stakeholders
- Provide advice and support, including briefings and debriefings, to elected officers and other student representatives attending committees. And other meetings, enabling them to effectively represent the student voice

Review Clause:

This is a description of the job as it is presently constituted. It is the Students' Union's practice to periodically examine job descriptions and to update them to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes. This procedure is conducted jointly by each manager in consultation with the individual whose job description is being reviewed. All staff are expected to participate fully in such discussions. When a manager seeks to amend or vary the job description it will seek to do so with the agreement of the employee, giving consideration to any representations s/he may wish to make. Where agreement is not possible, the manager will confirm the changes to the job description to the employee in writing, together with the date on which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means is appropriate. Where changes are made to a job description, consideration will be given to whether the post should be subject to re-evaluation depending on the extent and scope of the changes.

Person Specification

Attributes	Relevant Criteria	How Identified	Rank
1. Relevant Experience	Relevant experience providing effective operational and administrative support	Application Form and Interview	E (Essential)
	Experience of monitoring departmental budgets.		E
	Experience of working in successful partnerships with a range of stakeholders		E
	Experience of coordinating activities and events, particularly in regard to health and safety considerations		E
	Experience of working with and motivating volunteers		E
	Experience of developing and delivering training and support for individuals and groups		E
	Experience of coordinating multiple projects and tasks, delivering within budget and to agreed deadlines		E
	Experience of coaching and mentoring		D (Desirable)
	Experience of risk assessing and reviewing risk assessments		D
	Experience of working or volunteering in a democratic or membership organisation		D
Experience of working in a higher education environment	D		
2. Education and Training	Educated to Degree or with equivalent experience	Application Form	D
	Evidence of ongoing CPD		D
3. General & Special Knowledge	Passionate about ensuring the provision of opportunities to students at London Met	Application Form, task and Interview	E
	Have an understanding and appreciation of diversity, showing a commitment to promoting inclusivity		E

	Knowledge of Higher Education institutions and issues affecting students		D
	Understanding of democratic systems and procedures		D
	Working knowledge of MSL or equivalent membership systems		D
	Knowledge of issues affecting participation in extracurricular activities		D
4. Skills & Abilities	Excellent customer service skills, able to provide a student-focussed service	Application Form, task and Interview	E
	Excellent verbal and written communication skills, including presentation skills		E
	Excellent organisation and time management skills, able to manage own workload, meet deadlines, determine priorities and deal with multiple demands using own initiative		E
	Self-motivated and self-reliant, able to respond positively to challenging situations and solve problems		E
	Good IT skills, including the ability to use Microsoft Office.		E
	Able to work effectively both independently with minimum supervision and as part of a team		E
	Excellent attention to detail and the ability to follow instructions		E
	Possesses a coaching style of support, able to motivate, facilitate and guide others to enable their development		E

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications (long list) which meet all of the essential criteria, we will then use the desirable criteria to produce a shortlist.