

# Student Communities Coordinator

Library and Student Services  
**London South Bank University**

Candidate pack | October 2026

Reference No. REQ12765





## About Us

Professional and technical education has been central to LSBU Group's mission since our founding in 1892. Today, as London's first integrated tertiary education group, we continue to lead the way on learner-centred, skills-focused education.

Comprising London South Bank University, South Bank Colleges and South Bank Academies, connectivity lies at the heart of all we do.

Since 2019, LSBU Group has grown beyond its three founding institutions to form a powerful network of learners, staff, alumni, employers and policymakers – united in our mission: *to challenge social and economic inequalities through applied education, insight and partnership.*

We are a powerhouse for inclusive education, enterprise and economic growth, connecting potential to opportunity and enabling people to thrive. Our Group network enables us to create learning pathways and connect people and organisations. This ensures learners are supported through the education system to achieve their full potential and can contribute their skills and energies locally and to wider society.

Our new strategy, [Connecting](#), sets out a bold, ambitious vision for LSBU Group and it's developed in collaboration with colleagues, student groups, partners and stakeholders. Focused on delivering good jobs for all our learners, we are proud to be employer and skills led, delivering excellent professional and technical teaching which supports future talent and careers to deliver impact for London and beyond.

Through **Connecting**, we will redefine tertiary education for a global, technology-driven economy – rooted in London.

## About LSBU Active

The Library and Student Services Directorate provides advice, help, support, and services to students in the areas of library resources, study skills, general enquiries, library archive, specialist support for disabled students, wellbeing support, financial support, multi faith support, careers, employability and placements support, alumni relationships, sports and recreation and accommodation support.

Our Library Team provides services to students at all three university campuses and at the South Bank Colleges. Southwark Campus Library has items for all LSBU courses. Havering Campus Library holds items for health-related courses. Croydon Campus Library holds items for health-related and business courses. There are a range of study environments for individual and group learning, course materials including 170,000 online information resources as well as over 300,000 books and DVDs. All the libraries provide computer access for students, as well as printing, scanning and photocopying facilities.

The Student Life team assists students with a range of enquiries from disability support to accommodation and finance advice and refer complex cases to specialist teams within our dept and across the University as required. The University's Student IT Support team are based in LSBU Hub, along the Student Life Team.

The Student Success Department provides advice and specialist support for students on a wide range of non-academic and educational needs. The department consists of the Mental Health and Wellbeing team, the Dyslexia and Disability support team, the Student Advice Team, the Multi Faith support team, the Skills for Success team, and the support for Care Leavers, Estranged students and students in financial hardship team. These teams aim to enable all students to achieve their potential while studying, by providing an approachable and reliable service that students can trust.

The Student Futures Department provides advice, guidance and support to students in the areas of careers, employability, work-based learning, including placements and internships, enterprise and entrepreneurship, and alumni and supporter relationships. Student Futures department also organises a number of career fairs throughout the academic year and helps students find part time while they are at the university and graduate level jobs after they graduate.

LSBU Active Team makes a significant contribution to the university's strategic aims, enhancing student wellbeing, driving engagement, and fostering a culture of excellence. LSBU Active provide sport and recreational services to students, both at our facilities located at Southwark campus and at facilities in the local community. Our programme of events provides students with opportunities to build community and make lifelong memories through sport. The Move for Change is our Social Prescribing programme delivered in partnership with the Mental Health and Wellbeing team. The project is focused on strengthening the connections between physical activity, wellbeing and academic success through a three-stage programme which allows students to access social sport and fitness programmes through self or advisor referral.

The Student Accommodation Department manages university accommodation at our three Halls of Residence, all of which are close to main campus. As part of the accommodation provision, the department provides Residence Life and community building support, and wellbeing support through our Thrive Team.

The Operations Management Team and the Student Insights Team are also part of the Library and Student Services, working to ensure support provision is pro-active and all teams operate at most efficient level.

LSBU is committed to enable all students to have the right to study, live and socialise in a safe and supportive environment. The University takes a zero-tolerance approach to incidents of bullying, harassment and discrimination. The department supports students who

report any form of bullying, harassment and discrimination should they see or experience it. Advisors are available at the Student Life Centre (SLC) helpdesk or via one-to-one appointments with specialist teams. Appointments are held in person, by video call or over the phone. The University is fully committed to equality and diversity. We work together to build a learning community founded on equality of opportunity that celebrates the rich diversity of our student and staff populations.

## Working for us

### Turning passion into purpose

Our ambition is to create educational pathways that empower people of all backgrounds and talents to realise their aspirations, add to the knowledge base, and contribute their skills and drive to wider society.

To realise our ambition, we need people with energy, courage and imagination, who are enthused by our vision and recognise our values as theirs; people who bring ideas to enrich our approach to learning, research and innovation; collaborative people who love creating and spreading knowledge; brilliant people who seek growth and yearn to make a positive, personal difference.

At LSBU, you will get to contribute to a vibrant and dynamic culture, which is fuelled by purpose, built around people, and is genuinely diverse. You will be trusted and recognised for your unique contribution.

**You will be part of a great team, turning your passion into purpose.**



## Top 10

We continue to be recognised as a leading global university for Reducing Inequalities.

(Times Higher Education Impact Rankings 2022)

## Graduates earn more

Our graduates are the highest paid on average amongst all London Modern universities.

(LEO, 2025)



# Job Description

**Grade: 6**

**Reporting to: Head of Sport and Student Communities**

**Line Management: Student Ambassadors, Chaplains**

## Purpose of Post

To lead the design, delivery and evaluation of an inclusive programme of activities that builds connection, belonging and engagement across residential and wider student communities, including commuter, identity-based and interest-led groups, taking responsibility for the safe and effective delivery of activities, ensuring compliance with health and safety, safeguarding and university policy.

To contribute to institutional priorities including student continuation, success, and satisfaction through targeted community engagement interventions

To enhance the experience of residential students while creating opportunities for all students to connect, transition successfully, and engage with university life, contributing to improved student outcomes and sense of belonging.

To manage a team of Student Ambassadors and Chaplains, including; recruitment, processing required HR documentation and programming of activities and events which to deploy Ambassadors and Chaplains, placing in their local community including responsibility for health and safety at all sessions and events.

The post holder will be required to regularly work evenings and weekends such as for arrivals, events or open days.

## Key Responsibilities

### 1. Student Experience

- To lead and manage a structured programme of large-scale events throughout the academic calendar year to include, welcome, arrivals, departures, religious festivals etc.
- Develop and deliver activities that engage the residential community in regular events so that students feel engaged and supported throughout their time at the University
- Design and deliver inclusive activities that engage non-residential students, ensuring inclusive access for commuter and part-time students and apprentices
- Coordinate the marketing, communication and promotion to students using social and traditional media, creating, editing and publishing student focussed content on a regular basis in line with corporate guidelines

### 2. Student Belonging

- Use data and insight to identify underrepresented or less-engaged student groups and design targeted interventions to support diverse student communities (e.g. cultural, academic, identity-based, commuter cohorts) to engage in regular community building activities
- Lead initiatives that strengthen sense of belonging across both residential and commuter student populations
- To ensure the preparation of the residential induction material and process is ready for the agreed occupancy date

- To assist with the development of a series of web-based resources around customer/student support in halls ensuring that they are kept both accurate and up to date

### **3. Student Events**

- To contribute to the delivery key University events such as Welcome, Freshers, celebratory activity and Open Days
- To lead the delivery of a mixture of workshops, forums and seminars in halls for students and Residential Community Ambassadors

### **4. Student Workforce**

- Recruit, train, supervise and performance manage a team of Student Ambassadors for deployment across Residences and Student Communities
- Establish clear objectives, monitor performance and provide ongoing feedback and development.
- Manage staffing rotas, resourcing and workforce planning across residential and wider community programmes.
- Ensure event / activity planning and delivery are informed by student insight

### **5. Student Residents**

- To attend flat meetings alongside the Residential Community Ambassadors, apply professional judgement in responding to safeguarding, wellbeing and risk-related situation
- To advise customers on any issues that may arise and where appropriate refer them onto the relevant support service
- To assist with the preparation of any Personal Emergency Evacuation Plan
- To ensure that residents with mental health and wellbeing needs are appropriately and effectively signposted to the correct student support department
- To liaise closely with other members of the Thrive Residential Wellbeing team and the university's wellbeing services to identify and manage risk in relation to student mental health and wellbeing in halls
- To lead and assist in the delivery of key wellbeing campaigns and events in halls of residences.

### **6. Partnership, Financial and Commercial Management**

- Manage allocated budgets, monitor expenditure and ensure value for money
- To develop good relationships with key stakeholders internal and external to the University including all Colleges / Schools, Student Union and local community health services

### **7. Systems, Data and Continuous Improvement**

- Lead the collection, analysis and interpretation of engagement data to inform service improvement
- Recognise, analyse and interpret trends and/or patterns relating to student resident needs in halls making recommendations to inform service improvement and future planning
- Provide regular analytical reports on the events & activities programme, attendance and student satisfaction and additional information as necessary
- To ensure an outstanding level of customer service is delivered to the Customer which is in line with Customer Service Excellence, or similar accreditation scheme

## 8. Strategic Contribution

- Contribute to the development and review policies and procedures, systems and practices with reference to national and/or international benchmarks and initiatives, legislation and good practice within the sector to ensure consistent, inclusive, high quality support service.
- Contribute to the development and review of strategies, policies, policies, guidance and services in support of student support in halls of residence and implement an effective system to evaluate these on an annual basis.
- Ensure current awareness of and compliance with all relevant legislation and take responsibility for understanding and implementing the University's policies and procedures including those governing Health, Safety and Wellbeing in student halls of residences, EDI, copyright, data protection, freedom of information and disability, within the remit of the post.
- Provide specialist input and recommendations based on Codes of Practice/Ethics, UK legislation, frameworks and guidelines
- Undertake other duties commensurate with the grade

## Person specification / Selection criteria

- A. Experience of designing, delivering, and evaluating inclusive community building activities
- B. Understanding of student wellbeing, safeguarding and risk management in a higher education context
- C. Experience of workforce development, developing and delivering training
- D. Experience of community development in higher education or community settings, including dealing with challenging situations and conversations
- E. Experience of supervising or managing staff or student teams, including performance management
- F. Understanding of equity, diversity, and inclusion.
- G. Evidence of delivering against defined KPIs and using metrics to demonstrate impact
- H. Experience of using data to evaluate services and inform improvements
- I. Experience of planning and delivering programme
- J. Experience of social media marketing

*Appointment to this post will be subject to an enhanced disclosure from the Disclosure and Barring Service.*

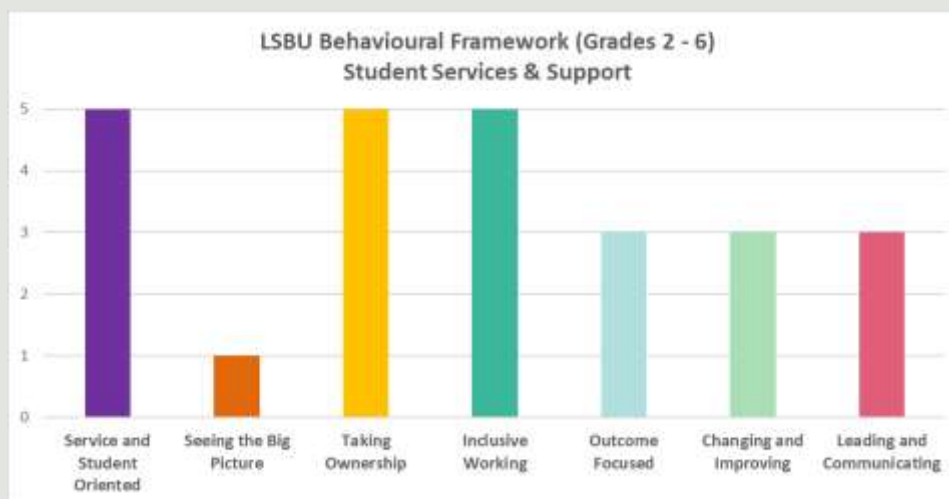
## LSBU Career Pathways and Behaviour Framework

LSBU has developed a range of Career Pathways for Professional Services Group (PSG) roles. They include 8 different “job families” of roles which share common characteristics and require broadly similar skills and competencies. Job families are a way of describing work across the organisation that can support career planning and development, and the pathways identify skills and competencies for different grades within each job family. The Career Pathways document can be found [here](#).

This post falls within the Student Services & Support Job Family.

The PSG Career Pathways should be read alongside the [LSBU Behaviour Framework](#) as this describes the behaviours expected at each grade, and successful candidates should be able to demonstrate how they meet the core behaviours detailed.

Whilst all elements of the Framework are important for every role, the chart below indicates which areas we will be focusing on most during the recruitment process for this role. Candidates should therefore ensure that they provide evidence of these behaviours in their application or supporting statement and be prepared to respond to behaviour focussed interview questions.





## Applicant Guidance

Please apply with your CV and a covering letter. Please state the post title and reference number clearly on both. Please address all the selection criteria in your covering letter, ensuring it is no more than 2 pages. The Behavioural Framework criteria outline how we carry out what we do, so please reflect your behaviours and approach within your responses to the skills and experience required within the person specification rather than addressing them as separate criteria.

You will receive an email confirmation that your application has been received.

## Pay and Benefits

### Grade and Salary:

This post is Grade 6, the full-time salary range is £37,973 - £43,699 per annum, inclusive of £5,251 London Weighting.

### Contract type:

Full time, Permanent

### Hours of Work and Working Pattern:

The basic working week will be 35 hours. The role requires a flexible working pattern and will regularly involve evening and weekend working to support programmes, events, activities and services. During the academic year, the post holder will normally be expected to work approximately one or two evenings per week, together with regular weekend hours, with specific working arrangements determined by operational requirements. Hours will be scheduled in consultation with the line manager and in accordance with the University's policies and procedures. The University currently operates hybrid working, with the opportunity to work up to 40% remotely, subject to operational requirements.

For details of annual leave entitlements, pension, professional development opportunities and our other great benefits, please visit the LSBU [employee benefits page](#).

## Equality, Diversity, and Inclusion

The diversity of LSBU's staff and students is a source of our strength and the richness of ideas and perspectives that this diversity brings makes LSBU a truly distinctive place to work. We aim to make our recruitment and selection process accessible to all, so please contact us to discuss any support you need.

Whilst we recognise the benefits of using AI in other aspects of life and in work, we encourage you to showcase your own knowledge and skillset using your own unique voice throughout the application process, and when invited to interview.

We are happy to talk flexible working and reasonable adjustments.

**We look forward to receiving your application and thank you for your interest.**