

## Student Life Coordinator

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### About Student Services

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice and Guidance, Academic Language Support, the Wardens Service and Security. In total the department employs around 180 staff. Student Services and the Careers Network is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and the support required to maximise their graduate outcomes.

### Job Description

**Job Grade: MA6**

### Job Purpose

To provide specialist project coordination for a portfolio of key student life programmes (as part of a new hall community programme) designed to significantly contribute to an enhanced student experience.

### Job Duties

- In conjunction with the Operations Manager, to coordinate and deliver an innovative new programme of projects designed to positively impact on the student experience.
- In conjunction with the Operations Manager to identify and develop key projects which clearly support the University's strategy in creating a sector leading student experience.
- Lead practices which proactively challenge discrimination and support students with common equality, diversity and inclusion issues.
- To provide operational management for a small team, including day-to-day line management and monitoring of key KPIs and targets.
- To coordinate a small team to ensure operational success of the expansion of the University's hall community programme, including campus-wide stakeholder liaison (working in partnership with both academics and professional services colleagues) and management of key KPIs and targets.
- To work in close partnership with the Hall Community (inc. Wardens, Subwardens and Hall Committees) to ensure operational, ongoing success of the Hall Community programme, including development of existing projects and activities to support University strategic aims.
- To coordinate and deliver an innovative programme of support for Hall Committees to include information, advice, workshops, and training opportunities.
- To work closely with colleagues in the estates and facilities management and finance to ensure the efficient promotion and expansion of hall life to operationalise an impactful hall community programme.

- To coordinate regular and consistent research into student expectations and needs regarding skills, employability, and personal development. Taking a key role in the coordination of marketing and communication with students.
- To coordinate the important relationship between Student Services and the Loughborough Students' Union (LSU), seeking timely project input and feedback regarding student experience.
- To coordinate partnerships with a wide variety of stakeholders, including supporting colleagues to compile timely and detailed updates on the impact of the team's work and progress against KPIs.
- To work closely with colleagues in the wider Student Services team in order to develop innovative resources, events and interventions designed to positively impact on student experience.
- To undertake any other duties or tasks commensurate with the nature and grade of the post when required by the designated line manager or senior management.

### **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed. Some out of hours work (evening and weekends) will be required.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to Operations Manager

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of managing multiple projects or initiatives with efficiency and creativity.	1,3
	Experience in the design and delivery of effective and innovative workshops and training, both face to face and online.	1,3
	Experience of customer or relationship management with key stakeholders.	1,3
Skills and abilities	Good level of interpersonal, communication and team-working skills.	1,2,3
	Ability to work with autonomy and as an active team member to prioritise objectives and meet deadlines.	1,3
	Ability to develop and deliver high quality and innovative training and workshops to both small and large groups.	1,3
	Ability to provide tailored and effective 1:1 coaching.	1,3
	Knowledge of protected characteristics and student groups who are underrepresented in higher education and the structural barriers to progression these student groups experience.	1,3
	Resilient and pragmatic character with a focus on continuous improvement and the ability to accept and deliver appropriate challenge from colleagues and managers.	1,2,3
	Ability to adapt quickly and innovatively to operational changes/challenges and encourage others to do so too.	1,3
	Ability to work collaboratively with internal and external stakeholders and develop strong relationships.	1,3
	Ability to adopt a flexible, creative and solution focused approach to challenging problems and programme design.	1,2,3
	A detailed understanding of the needs of students (current and future) and the challenges posed in meeting these needs.	1,2,3
Training	Commitment to the development of self and others and a willingness to actively participate in a programme of continuing professional development.	1,3
Qualifications	Strong educational background, educated to degree level or equivalent.	1
	Achieved/currently completing a project management qualification or equivalent experience.	1

## Desirable Criteria

Area	Criteria	Stage
Experience	Experience of delivering project support within Higher Education.	1
	Experience of working in a Student Services setting.	1,3
Qualifications	A postgraduate-level qualification in a support-related function.	1

## Conditions of Service

The position is full-time and open ended. Salary will be on Management and Specialist Grade 6, £34,866 - £45,163 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for staff grade 6 and above, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>