



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Student Engagement and Community Coordinator

Department/Division: Geography & Environment
Accountable to: Communications and Events Manager

Job Summary

The role involves planning and coordinating student events and activities with a view to enhancing the student experience and building a strong community within the Department of Geography and Environment.

Responsibilities include building a rapport with the student community, planning and facilitating extra and co-curricular activities, supporting alumni engagement, capturing event content, and liaising with various internal teams and School support services/divisions to provide a world-class student experience.

The postholder will build a strong relationship with Programme Directors, working together to provide programme-specific enhancements and seeking opportunities to further the student experience and sense of belonging to the Department and the School.

The role requires monitoring and evaluating the success of events and activities as well as budgeting responsibilities. Advising on the best use of resources and maintaining active collaboration with student and alumni communities are all key components. The postholder will act in liaison and as a conduit with the student voice where considerations are made for investment in the student experience and community, including explaining outcomes to students.

Duties and Responsibilities

Planning and Organisation

- To coordinate the design, development and delivery of student engagement activities, working alongside the Programme teams and Communication and Events team to strengthen and build community.
- Build partnerships with students and student societies and assist them with their activities (e.g. conference organisation or event promotion and the Geography and Environment Family System).
- To support current student-facing events such as Lunchtime with a Geographer, Breakfast Club, end-of-term parties.
- To liaise with and support Programme Directors to deliver co- and extra-curricular activities in line with the needs of different programmes.



- To support student recruitment events e.g. Open Days, Offer Holders' Day and Virtual Graduate Open Events.
- To support careers/alumni networking events..
- To further build a robust community and increase engagement with the Department's alumni, including coordinating events with alumni where appropriate.
- To support the Department Tutor in planning and facilitating the 1st Year Juniper Hall fieldtrip.
- To administer and support Peer Study Groups including team building activities and bonding activities throughout the year.
- To build and update a student experience 'playbook' to develop a range of tried and tested options as a blueprint for Programme Directors or Student Society reps, with a strong record of positive feedback/reviews and value for money.

Communication

- To capture content (photos, video) from student events for use across departmental communications channels.
- To support the maintenance and consolidation of an engaged alumni community.
- To ensure open lines of communication with student groups in the Department and at different levels such as student societies, programme level or course level.
- To act in liaison with the student voice where considerations are made for investment in the student experience and community. To communicate back to students the outcomes of decisions, managing expectations and explaining when outcomes are not always in coherence with student requests.
- Ensure that communication with students is done via the best and most effective channels.
- Understand and be able to explain restrictions and requirements to students when planning or facilitating student engagement activities.
- To work closely with Department stakeholders to ensure feedback loops are closed when responding to student suggestions or requests.
- To support the Communications and Events team in producing communications related to student events and activities.

Service Delivery

- To attend student engagement events and represent the department where appropriate.
- To provide events support for public lectures, departmental public events and conferences.
- To support the organisation and delivery of Welcome.



- To take a proactive approach to supporting Programme Directors to develop student enhancement activities.
- Evaluate value for money and opportunity to ensure the student experience budget is leveraged as well as possible to improve the student experience.
- Accountable for maintaining meticulous financial oversight of the various activities to ensure all costs and expenses are reconciled and stay within defined budgets.
- To support Programme Directors to fulfil the Department's strategy and aspirations to increase engagement with alumni.

Initiative and Problem Solving

- To monitor and evaluate success of initiatives/events to make data-driven decisions on future planning of events.
- To coordinate and oversee the Programme Director Student Experience fund including supporting Programme Directors with a menu of opportunities.
- To make effective decisions when it comes to resources to support the student experience and community.
- Monitoring the MSc programmes student experience budget and advising the Departmental Manager of any expenditure.
- Proactively contribute suggestions and solutions in team meetings where appropriate with respect to, for example, student experience improvement or community building activities.
- Drive collaboration and use initiative to further the efficiency and effectiveness of Departmental processes including evaluation and improvement of existing procedures/activities.
- To support the exploration and implementation of possible automation practices within day-to-day repetitive tasks.
- To consider and suggest ways to further engage and foster a sense of belonging and attachment to the Department for our alumni.

Liaison and Networking

- To liaise with student representatives (UG/MSc/PhD) to help determine and organise activities and events.
- To liaise with LSESU Geography and Environment Society to support and promote their events and activities.
- To support the delivery of graduation ceremonies (winter and summer).
- To stay abreast of student engagement activities and ideas around the School e.g. via the Student Engagement and Experience Network (SEEN).
- To build connections with School divisions and services and be abreast of opportunities and initiatives to further support the student experience.



- To build networks of best practice with other departments and represent the Department at relevant fora to share best practice and innovation.
- To build key contacts and networks with LSE's alumni relations team and various alumni networks.
- To form strong bonds with Professional Service staff and academic staff within the Department including supporting others in times of high workload or absence.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.