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 Communities Administrator

Department/Division: LSE LIFE
Accountable to: Student Communities Lead, and the Director of Student Learning and Personal Development and Head of LSE LIFE

Job Summary

LSE is a global community of people and ideas in the heart of central London. We're a specialist social sciences university, ranking first in The Times and Sunday Times Good University Guide 2026 for the second year running.

In recent years, LSE has prioritised the improvement of student experience whilst they study in London and, to that effect, set up a central Student Communities Team whose aims are to help students feel connected to LSE, to London, and to one another.

The two Student Communities Administrator roles will play a key part in supporting the operations of the Student Communities Team, including the delivery of key transition points (such as Welcome and Graduation events), and input into developing student partnership opportunities and initiatives to enhance community-building and belonging.

The Student Communities Team sits within the Student Learning and Personal Development Division. The postholders will also perform some administrative duties for our division leader: the Director of the Student Learning and Personal Development and Head of LSE LIFE.

Duties and Responsibilities

Event Planning
To date, the main focus of the Student Communities team at LSE has been to consolidate improvements made at strategic points throughout the year (Welcome, Graduation). However, attention is now being moved to creating an annual roster of events that complement the academic calendar. With that in mind, the Administrator will:

1. Assist in the management of the LIFE in London Programme – researching new events, reaching out to venues to ask whether they offer student discounts, purchasing tickets for events, adding them to the student booking system.
2. Propose new ideas of initiatives for student events, solo or in collaboration with other LSE teams, to improve the student experience.
3. Research venues and appropriate suppliers for events and initiatives.
4. Liaise directly with venues and suppliers.
5. Work to create complete event plans/ budgets for review.
6. Managing events calendar ensure minimal clashes.
7. Master LSE systems e.g. One Finance, procurement processes.

Event Delivery

1. Attend all planned student events that the postholder has organised to ensure the smooth running and gain real time feedback. Some evening and weekend work will be required but time off in lieu can be taken.
2. Build strong working relationships with teams across LSE to assist in the process of organising events and ensure the smooth running of events.
3. Conducting Risk Assessments where necessary, working with the Health and Safety Team to ensure events are safe for students.
4. Recruiting, onboarding and managing event stewards.
5. Escalate issues to the Student Communities Lead where necessary in a timely manner.

Research

1. Reading existing research on student communities and how communities can be strengthened, as well as staying abreast of new research into the area.
2. Regularly speaking to a wide variety of students to gauge how students feel and how they would respond to certain types of events.
3. Monitoring activities and initiatives being organised by comparable universities.

Communication

1. Prepare engaging content to advertise events.
2. Liaise with departments to share information on events being planned.

Evaluation

1. Collect real time feedback from students at events.
2. Consider ways in which the Student Communities team can assess the success of events from the student perspective.

Other Responsibilities

1. Student Communities Administration – managing bookings on the events booking system, One Finance, diary management.
2. Other responsibilities as role develops and grows in line with post holder ambitions.

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Note
The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexible Working
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.

Equality and Diversity

To uphold the School's commitment to equality of respect and opportunity, as set out in the Ethics Code, we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the EDI website.

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.