



London Met Students' Union

Job Title:	Student Communities Manager
Effective Date:	1 st August 202
Salary:	£36,500 - £40,000
Report To:	Chief Executive Officer
Responsible For:	Building vibrant, engaging and inclusive student communities at LMSU
Direct Reports	Student Communities Coordinator; Student Welcome Team (student staff)
Job Purpose: <p>The Student Communities Manager will be responsible for the development and support both formal and informal student communities on campus. Through leadership of a high performing staff team and excellent support of our student volunteers they will oversee the growth of our student societies, student led events and our student spaces. They will be responsible for recruiting, training and managing our student receptionist staff, who are our front of house team that will be the first 'face' of the Students' Union for many of our members..</p> <p>They will lead on key strategic Union projects such as Welcome Weeks and annual awards events, ensuring that LMSU plays a key part in every students' journey – creating lifelong memories, building skills and experience and ensuring every student finds a community where they belong.</p>	

Main Duties and Responsibilities

Building Student Communities

- To develop, implement and monitor operational department plans and budgets in line with organisational strategy, priorities and targets, producing reports as required.
- To manage, develop and support safe and compliant operations within our activities and services, ensuring appropriate and relevant policies and processes are in place – including Health & Safety policies, risk assessments and Freedom of Speech legislation.
- To build practice in evaluating service and engagement data, identifying and actioning opportunities for improvement in line our strategic objectives.
- To manage and develop the department's programme of student community welcome and induction activities.
- To support the growth and development of effective and impactful student-led communities and opportunities, ensuring appropriate resources and expertise are provided to enable inclusive, safe and innovative activities.
- To manage the department's input into annual celebration events and activities, such as SU Awards, Black History Month, LGBTQ+ History Month, and religious and cultural festivals.

Management Duties

- Coordinate the work and monitor the workloads of direct reports, ensuring that staff levels are adequate and efficient.
- To provide leadership and direction for direct reports, to maximise their performance and their potential for themselves and LMSU.
- Assist in the development of direct reports by encouraging a coaching culture.
- To manage any necessary complaints or disciplinary processes as relating to our student activities policies and procedures.
- Coach and mentor the Elected Officer team, and empower and support them throughout their term of office.
- Undertake performance reviews of direct reports, in line with LMSU policy.
- Provide support, guidance and challenge to the Chief Executive and wider leadership team in the development and delivery of our strategic objectives.
- To ensure Health & Safety, GDPR and Freedom of Speech compliance across all functions within the department

Financial Duties

- To manage and monitor delegated budgets for the Student Communities Department.
- To ensure best value for money is obtained across the department, and to be accountable for security of all resources.
- Maintain financial controls and systems and ensure all budgets are managed effectively and in accordance with LMSU's financial procedures.
- To seek, where in line with our strategic objectives, external funding opportunities for our student community building work.

Miscellaneous/ Other Duties:

- Work across all sites as necessary
- Act as an ambassador for the Students' Union, promoting a positive image, in everything that you do
- Attend meetings and training events as required to aid Students' Union and personal development
- Undertake training and develop specialist knowledge in appropriate areas
- Review, plan and evaluate individual training needs, encouraging a learning and development culture
- Comply with and promote the environmental and sustainability policies and practices within the Students' Union
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other areas of the Students' Union
- Carry out all duties in accordance with Students' Union policies designed to protect members of staff or students from harassment. It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards staff, students, visitors or members of the public. The post holder should also counteract such practice or behaviour by challenging or reporting it
- Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the Students' Union and University Health and Safety Policies, Codes of Practice and local arrangements
- Cooperate with the line manager or any other person with specific responsibility for health and safety, to enable the Students' Union's and University's responsibilities under the Health and Safety at Work Act to be performed
- Demonstrate a commitment to working in a democratic environment

The duties described above are not an exhaustive list, but are intended as being illustrative of the level and type of work required. The job holder may undertake other duties of a reasonable nature, as may be determined by the post holder's line manager from time to time, in consultation with the post holder. This job description does not constitute part of the contract of employment.

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 they 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 from which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means are 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 Application/Interview	Rank Essential (E) or Desirable (D)
1. Relevant Experience	Good experience managing and developing a staff team	Application & interview	(E)
	Excellent experience managing & supporting student-led groups	Application & interview	(E)
	Good experience delivering impactful communications across a wide range of platforms	Application & interview	(D)
	Excellent managing and supporting volunteers	Application & interview	(D)
	Some experience managing budgets	Application & interview	(D)
	Some experience managing strategic or wide-scale projects	Application & interview	(E)
2. Education and Training	Educated to degree level or other equivalent qualification	Interview	(D)
	Evidence of strong commitment to continuous professional development	Interview	(E)
3. General & Special Knowledge	Strong knowledge of relevant legal and organisational procedures to manage student activities – include risk management, health & safety management, GDPR processes and free speech.	Application & interview	(E)
	Knowledge of issues relating to equality, diversity and inclusion in a higher education environment	Application & interview	(E)
	Expertise in community building or student-led activities	Application & interview	(D)
4. Skills & Abilities	Excellent networking, presentation, oral and written skills	Application & interview	(E)
	Able to bring fun & excitement to a team and activities	Application & interview	(D)
	Excellent ability to challenge constructively	Application & interview	(D)

	IT competent with a good understanding of Microsoft 365, SharePoint and other day-to-day management software	Application & interview	(E)
	Good project management skills	Application & interview	(E)
	Excellent ability to manage competing priorities in line with strategic objectives	Application & interview	(E)
	Able to use initiative to overcome challenges and identify potential opportunities	Application & interview	(E)
	Able to demonstrate a commitment to the organisations values	Application & interview	(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.