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# JOB DESCRIPTION

**POST:**  London Communications and Events Coordinator

**REF:**

**DEPARTMENT:**  London

**GRADE:** 5

**REPORTING TO:** Matrix management between London Campus and Head of Communications and Media Relations

**SUPERVISORY RESPONSIBILITY:** N/A

# JOB PURPOSE:

To support and contribute to the development, delivery, and continued success of the student experience at the London Campus, including but not limited to communications, events, and engagement. The role will deliver inspiring content and events to our student body.

# DUTIES AND RESPONSIBILITIES:

**Communication**

1. Manage the communication channels for the London Campus with particular focus on current students, staff members and alumni.
2. Support the creation, development, and implementation of the Communications Strategy for London Campus, ensuring that student engagement and cocreation is at the forefront of the plan.
3. Operational lead for the delivery of the Communications Strategy.
4. Responsible for gathering, monitoring, and evaluating communication and events inclusive of the student voice, staff and alumni.
5. Operational lead for communications at the London Campus, ensuring that all systems and processes are fit for purpose, delivering high quality content to our students, including but not limited to, success stories, newsletters, announcements, and planned communications.
6. Support and work with the Marketing and Student Recruitment team, and YSJ Global as appropriate, to promote the London Campus to key stakeholders both internally and externally.
7. Update and manage web content, the intranet and other suitable communication channels.
8. Facilitate the communication and events relationship between York St John University campuses.

**Student Experience and Events**

1. Work with colleagues to support with the planning and delivery of an outstanding student experience.
2. Support the creation, development, and implementation of the Communication Strategy and wider Operating Plan, to connect and engage with the student population.
3. Operational lead of the Communication Strategy.
4. Responsible for the delivery of social and extracurricular events and activities at the London Campus, designed to enhance the student experience. Support student-led events.
5. Support the day-to-day running of the London Campus, including but not limited to academic events, activities, meetings and any other suitable operations.
6. Work with colleagues to deliver the London Campus Induction and Transition actions, as well as ongoing student-centric events including careers fairs, graduation, academic events, non-academic events, and support sessions etc.
7. Support the semesterly operation of all extra curricula and enhancement events.
8. Be responsible for the support, training, and development of the Social Representatives at the London Campus, ensuring activities are student driven.
9. Work with the Campus Management team, and wider Senior Academic Leadership Team to deliver successful Induction and Transition deliverables.
10. Deliver a set of external events and activities to promote London Campus and the wider University to the local community(s).

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** London Communications and Events Coordinator

**SCHOOL / DEPARTMENT:** London

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Degree or equivalent experience | E | A/I |

## Knowledge & Experience

|  |  |  |
| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Excellent understanding of the HE environment, and how to engage students | E | A/I |
| Experience of managing a communication plan, and communications channels to a large body of people. | E | A/! |
| Experience of running and managing events and activities. | E | A/1 |
| Experience of working with a diverse team and the ability to display excellent leadership skills | D | A/I |
| Experience in a customer services environment offering information, advice and guidance services and management of information systems (preferably in a comparable environment) | E | A/I |
| Experience of managing multiple projects with multiple stakeholders | E | A/I |

## Skills & Attributes

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Excellent data management skills and using the appropriate systems in a comparable environment, with an accurate and focused attention to detail. | E | A/I |
| Excellent event management skills and experience. | E | A/I |
| Possesses strong social media and communication systems skills and knowledge. | E | A/I |
| Excellent organisational skills including the ability to deliver on short term and long-term objectives and ability to work on own initiative. | E | A/I |
| Excellent planning, administrative and communication skills, and ability to work with confidence whilst under pressure | E | A/I |
| Good verbal, presentation and written communication skills and operational knowledge of MS Office. | E | A/I |
| Excellent interpersonal skills (including positive assertion, negotiating, and influencing) and the ability to initiate and maintain good internal and external relationships. | E | A/I |
| An enthusiastic, problem solving, positive and creative approach to work and a commitment to improving the student experience. | E | A/I |
| Experience of working independently and can problem solve issues on their own. | E | A/I |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

|  |  |
| --- | --- |
| **Self-Assured** | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |

## Special Features

* Some evening and weekend work may be required on occasion.
* The University is open to flexible working and job shares as appropriate.