Student and Academic Support Coordinator
Job specification, June 2025

Job description

Employment status and working hours
Fixed term for 12 months, full time, 35 hours per week. Actual working hours can be discussed at interview.

Place of work
Your full working week will be spent at The London School of Architecture (The LSA) office at 4 Beechwood Road, London, E8 3DY. Occasional working at home may be permitted.

Department and team
Deputy Vice Chancellor, LSA.

Line manager
School Registrar.

High level summary of job role
This role provides critical operational support to ensure the smooth delivery of The LSA's MArch in Designing Architecture and will safeguard the student experience during a transitional staffing period. You will work directly with students, academic and professional services staff and the LSA Practice Network, to support day-to-day academic coordination, student services, student onboarding, placement administration, programme administration, learning environment logistics, and basic digital/AV support for students and tutors.

The LSA offers an innovative model of architectural education, combining studio-based learning with embedded professional experience. We are a small school with a big mission, currently offering a single academic programme: a two-year postgraduate MArch in Designing Architecture. The Programme is prescribed by the Architects Registrations Board and validated by the Royal Institute of British Architects. In May 2025, The LSA merged with University of the Built Environment (the University). The University is a leading specialist university for the built environment and The LSA will retain its name and distinct identity. For the avoidance of doubt, if you are successful in being appointed to this role, you will be a University employee, working within The LSA. You can find out more about The LSA at the end of this document.

Specific job role accountabilities and responsibilities

Programme and academic administration
- Collate student learning support requests: resolve queries and support needs within own capability and escalate other matters to relevant members of The LSA team for resolution, or to the Practice Network for support.
- Support the delivery and tracking of assessments, including coordinating submission folders and marking templates; assisting in scheduling and preparing for assessment panels and external examiner reviews; collating and distributing feedback; and administering resubmissions and results communications.
- Maintain the Student Learning Support register and support the arrangement of drop-in sessions and/or follow-up sessions with appropriate staff.
- Monitor student attendance and flag emerging concerns to the Part 2 Programme Lead.
- Provide administrative support across the student lifecycle from admissions to graduation, communicating effectively across LSA staff, students and the Practice Network.
- Maintain and update course documentation.

Student experience and pastoral support
- Act as the front-line contact for student support enquiries, providing direct practical support and/or triage to other teams.
- Document and summarise any student-related concerns or casework.
- Arrange and support pastoral care meetings, referring onward as needed.

Studio and teaching environment support
- Ensure the studio timetable is managed to facilitate all teaching and learning commitments, in accordance with the requirements of the MArch delivery schedule and the resources available.
- Prepare teaching spaces and configure AV or furniture as needed for modules, presentations, events, reviews and the summer show, in liaison with appointed members of the academic and operations teams.
- Provide basic troubleshooting for AV (projectors, Zoom, microphones) for teaching sessions, escalating to Technical Support as appropriate.
- Maintain clear systems for teaching space bookings and teaching event calendar visibility.
- Undertake training and responsibility for roles including Fire Marshall and First Aider.
- Support the coordination of catering and/or materials for events and reviews, including the end-of-year summer show.
- Support the Marketing Manager and Programme Lead for liaison with and coordination of external guests.

Other important features of the job role
- Line management responsibilities: None.
- Budget responsibility: None.
- In this role you will liaise with: internally – Academic team, professional services staff, students, Practice Network Coordinator; and externally – student support agencies, including liaison with academic partners from affiliated universities.

Person specification

X in the table below indicates whether the person requirement is essential or desirable, plus how the requirement will be assessed during the selection process:
A = Application; I = Interview; T = Test.

Qualifications and training	Essential	Desirable	A	I	T
A bachelor's degree or equivalent qualification in a related field to architecture or student support	X		X		
Postgraduate qualification in a student support or architectural / design discipline		X	X		
Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application.					
Previous experience	**Essential**	**Desirable**	**A**	**I**	**T**
Working in higher education or student-facing administrative roles	X		X	X	
Working with discretion and sensitivity when supporting students	X		X	X	
Familiarity with architecture or creative education settings		X	X	X	
Working in a student-facing team		X	X	X	
Working in a creative or academic environment		X	X	X	
Trained in Mental Health First Aid or experience in supporting student wellbeing		X	X	X	
Skills, knowledge, and aptitudes	**Essential**	**Desirable**	**A**	**I**	**T**
Digital skills including MS Office applications as well as Google Drive, shared calendars, Zoom/Teams, Adobe CS	X			X	
Proactive approach, using initiative and identifying potential areas for improvement and/or development and methods of addressing these	X		X	X	
Ability to build cooperation and team spirit, and to demonstrate a proactive approach to assisting colleagues and motivating others	X			X	
Strong organisational and time-management skills, with the ability to manage concurrent workflows	X			X	
Confident and clear verbal and written communication skills	X		X	X	

	Essential	Desirable	A	I	T
Ability to move smoothly between practical studio set-up and desk-based administration	X			X	
Strong attention to detail	X		X	X	
Excellent time keeping	X			X	
Basic AV/tech or digital content management knowledge	X		X	X	
Other requirements or special requirements	**Essential**	**Desirable**	**A**	**I**	**T**
Alignment to the University's core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ube.ac.uk/work-for-us/join-the-team/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake mandatory online training should you be appointed including Data Protection, Health and Safety, Safeguarding, Prevent, and EDI	X			X	
Business travel within London if required		X		X	

Pay and benefits

- Salary range £38,000 to £43,000 per annum (depending on experience).
- 26 days paid holiday (rising to 28 with service) **plus** paid bank/public holidays **plus** up to five paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes the University does not need to close for five days per year and any balance (for example one day), can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension which is a default salary sacrifice scheme. You may opt out of salary sacrifice but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment for some leave types.
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- Life assurance (death in service) cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.

- As a University of the Built Environment employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to learning platforms.
- On the Join the team page of our website, you will find the full list of employee benefits.

Application process

How to apply

All job applications must be sent to **recruitment@ube.ac.uk** and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. If you apply on the recommendation of an existing University of the Built Environment employee, please make sure to mention their name within your application. A **complete** job application consists of the following:

1. An up to date curriculum vitae.
2. A covering letter or email message outlining your suitability for the role.
3. A completed Recruitment Check Form which is available from the current job vacancies page of our website.

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable University. We recommend you visit our website to find out more about our Sustainability Strategy: https://www.ube.ac.uk/sustainability/

Informal discussion / Other enquiries

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying. For an informal discussion about the role please contact Marc Fleming on 0118 467 2479 or email m.fleming@ube.ac.uk. For any other enquiries please contact HR on 0118 467 2454 / 2433 or email recruitment@ube.ac.uk

Closing date and next steps

We will receive applications until the advert closes on **Tuesday 15 July 2025 at 17:00**. We will not consider late applications. HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in the University. This is an urgent role and therefore applications will be reviewed prior to the closing date and you may therefore be invited to interview early.

Interview details

Dates for interview will be advised to you later in the process. Please indicate on your Recruitment Check Form any dates you cannot make, up to 4 weeks from the closing date; this helps us to plan interviews should you be shortlisted, prior to contacting you.

Initial interviews will be carried out at The LSA office. Please be prepared for a two-stage interview process, held on different dates.

Note for internal candidates

If you are an existing University of the Built Environment employee, we request you inform your current line manager of your intention to apply for this role. As this is a fixed term role, if you were (in the future) to be offered and accept this role, it would mean relinquishing your contractual permanent employment status with University of the Built Environment. Following the expiry of the fixed term period, your employment with the University would cease, unless an alternative role is secured. If instead you would like to apply for this role on the basis of it being a secondment (i.e. not relinquishing your permanent status), please discuss this with your current line manager. Only your line manager can consider and agree to a secondment because this impacts the resourcing in your current team. Please contact HR if you or your line manager need to discuss this further.

Note to recruitment agencies

We are **not** using agencies for this vacancy, and we cannot accept any candidate submissions. Please do not contact us as we can only repeat this message.

Equality, diversity, and inclusion

Here at University of the Built Environment we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

University of the Built Environment undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

Homeworking

We are a flexible employer and flexibility is built into our different place of work options. As such, it is reasonable to ask employees to adhere to some general principles, requirements, and conditions when working from home. Flexibility must offer value to both you and the University.

General principles

- You must undertake an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work. You will be asked to provide a photo of your home workstation setup.
- You must adhere to our IT Security and Data Protection policies at all times.
- You must be accessible to colleagues during your normal working hours and keep your Outlook Calendar up to date.
- Line managers are expected to be accessible to their team during working hours.

Requirements and conditions

- When working from home, this must be within the United Kingdom for UK employees.
- Your homeworking environment must be suitable and professional at all times. It must be private and confidential to you, free from interruptions and noise, and away from other household members.
- You must have sufficient space on your home workstation in which to safely and securely house the technology and equipment required for your work. It must not be accessible to any other household member at any time. It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- You must provide, at your own cost, a secure and reliable internet connection which allows you to work as effectively as if you were in the office; this includes undertaking video and audio calls and connecting permanently to the VPN.
- In the case of known broadband outage you should plan to work at the Horizons office or elsewhere, noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work from home and need to consult your line manager and HR.

More about The LSA

Founded in 2015, The LSA was the country's first new independent architecture school for over 150 years. The LSA was set up as a positive and proactive response to issues in higher education that led to fewer students completing or continuing into the architectural profession. The ambition was to create a distinctive new model of architectural education that resulted in the greater engagement, and retention, of talented students from all backgrounds and financial means, underpinned and enabled by a professional Practice Network and focusing the school's teaching on built environment industry and community-led thinking.

Our vision is that people living in cities experience more fulfilled and more sustainable lives. Our mission is to continue to be the route of choice for talented students from across the whole of society by addressing barriers to the profession and construction industry. Our students are both critically engaged and highly employable.

Our highly regarded Part 2 (MArch in Designing Architecture) is undertaken alongside a paid in-practice placement through the school's established Practice Network of more than 300 architectural firms. The programme has secured recognition from the Architects Registration Board and the Royal Institute of British Architects at Part 2 level.

As part of University of the Built Environment, we can realise our shared vision to foster a fellowship of built environment professionals working collectively to shape an accessible and sustainable industry.