

London Nightline Coordinator Job Description

London Nightline is an independent charity set up to support students and reduce suicides at universities across London by means of a confidential helpline. Our phone and instant messaging support are open from 6pm-8am every night of term, and are run by highly-trained student volunteers.

In this exciting 55th anniversary year, we are looking to recruit a new Coordinator. The Coordinator role offers meaningful responsibility within a supportive and well-established structure. They will work closely with the Director and Trustees, benefit from regular clinical supervision, and will be supported to grow within the role.

The Coordinator is an ambassador for London Nightline within the student mental health space. Their core duties are to oversee the running of the helpline, volunteer management and deliver training. The role would suit a recent university graduate with Nightline experience who can make a big impact at London Nightline, and includes plenty of opportunities for their own personal and professional development.

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| Location: | Office-based (near Barbican tube, central London) but can include occasional opportunities for home working |
| Salary: | £30,000 |
| Fixed term contract: | 1st July 2026 flexible to 31st July 2027, with the potential for a 12-month extension |
| Work Pattern: | Monday-Friday, 35 hours weekly Some evening/weekend work will be required, including weekend volunteer training twice a year and evening board meetings, for which time off in lieu will be provided |
| Annual leave: | 38 days off per year (27 days annual leave, 3 days in-between Christmas and new year, plus UK bank holidays) |
| Responsible to: | Director of London Nightline |
| Responsible for: | Helpline volunteers |

Main Responsibilities

1. To ensure the helpline is operational and to be responsible for the day-to-day running of the service, including the following:
 - Raising awareness of the helpline amongst London's student population through campaigns and regular publicity events.

- Monitoring the quality of Nightline's service, including reviewing practice and implementing improvements where required.
- Escalating safeguarding concerns in line with our safeguarding policy.
- Generating and presenting statistics from the helpline that help demonstrate London Nightline's impact.

2. To manage the full volunteer journey from recruitment to ongoing engagement:
 - Recruiting listening volunteers by engaging with students about the role, including attending freshers' and volunteering fairs.
 - Delivering high-quality volunteer training and overseeing all aspects of onboarding to ensure new volunteers feel informed, supported, and ready to begin their role.
 - Supporting volunteers throughout their time with London Nightline and fostering a positive and inclusive volunteer culture in order to maximise their wellbeing and engagement.
 - Appointing and chairing the volunteer Executive Committee, so that the student voice can be heard throughout all levels of the charity.
3. To represent London Nightline and maintain positive working relationships with external stakeholders at all levels, including staff at universities, student unions and halls of residence, Nightline Europe, and other Nightlines.
4. To deliver training sessions to university staff as part of our funded project to help them better support students with their mental health.
5. To help ensure Nightline remains true to its ethos of 'by students, for students' by involving students at universities across London and amplifying student mental health needs as widely as possible.
6. To attend trustee board meetings (six times per year) to feedback updates about the service.
7. To support the Director in raising income for the charity, through fundraising events and activities.
8. To manage the charity's external communications, including monthly newsletters and social media, with the main objectives of raising awareness, volunteer recruitment and generating charity donations.
9. To help set up and maintain our new office to ensure it's a comfortable and pleasant place for both staff and volunteers.
10. To work within our values and foster an inclusive environment for all. This includes complying with all relevant internal policies and legal requirements, including data protection, health and safety, confidentiality, and safeguarding.

It is essential to the development of London Nightline that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Person Specification

Essential

1. At least one year's recent experience as a Nightline volunteer at a higher education institution
2. Commitment to the cause of supporting students, especially with mental health
3. A confident presenter with experience of delivering training or facilitating groups, or other comparable experience
4. Excellent communication and interpersonal skills
5. Experience of working with or supporting volunteers
6. Ability to use initiative and work independently, as well as collaboratively with others as part of a small team
7. Strong organisational skills, and ability to manage competing priorities
8. Confidence using IT (e.g. Outlook, Word, Excel, Canva and social media)
9. Willingness to travel across London and the surrounding areas
10. Willingness to work flexibly to meet the needs of the organisation, including evenings and weekends when necessary (for which time off in lieu will be provided)

Desirable

11. Experience of additional responsibilities within a Nightline e.g. trainer, executive committee member
12. Experience of managing staff or volunteers

To Apply

The Coordinator role starts as we relocate to a new office. In under 250 words we would like you to answer the question “What would you do in your first weeks and months in the role to establish a positive, inclusive culture for volunteers?”

Please submit your answer along with your CV, completed demographic monitoring form, and a personal statement (maximum 1 page) that addresses how you meet the essential and desirable criteria to recruitment@nightline.org.uk.

We are keen to accommodate any reasonable adjustments candidates require – please use the email address above to request these.

We understand that AI tools can help to prepare or enhance an application, however they should only be used carefully to support you and not write it for you. Applications where we can hear your authentic voice, experience and passion will always stand out to us.

The deadline for applications is Monday 2nd March 2026 at 9am.

Online interviews will take place on 11th and 12th March on Zoom, with a final in-person interview in London on Friday 20th March 2026 (travel expenses can be reimbursed).