

Student Success Peer Mentor Job Description

Get Ahead Together (Student Success Academy)

REQ240510

Job Description

Get Ahead Together is a peer mentoring scheme designed to help new Loughborough students settle in, manage the transition to studying at a university and become part of a community. The programme is being extended as a new pilot for 2024-25 to support some Part B students who are seeking a placement by offering them advice, signposting to support available and sharing mentor experiences. This is a unique opportunity for creative and innovative individuals who are motivated to want to make a difference to their peers' time at university.

Job Grade: £12.82 p/h (Term Time Only, Casual Basis)

Job Purpose

To co-design, facilitate and deliver Get Ahead Together Sessions to Part A and B students to answer their questions, develop their skills and knowledge on areas such as time management and handling challenges, and support them with the transition into university and life at Loughborough. Support can also be offered to Part B students to assist them with how they can secure a placement opportunity. This includes the provision of timely and accurate information on Student Services and support, Careers and Academic Success Coaching, and relevant university events, as well as sharing your own experiences and tips or learnings gained during your own university journey.

Job Duties

- Preparing, and hosting, weekly group sessions with Part A and B students, to facilitate discussion on a range of topics to help students with transitioning to university.
- Proactive and timely communication with other students and the Student Success Academy Team.
- Providing information, signposting and encouragement to students to access appropriate services, events, and appointments throughout the year to help them develop their confidence and aid their transition to university.
- Providing a mechanism of support through sharing own knowledge and experiences of transitioning and adapting to university and encouraging students to participate.
- Encourage eligible students to participate in the programme and to develop peer-to-peer relationships among students.
- Dealing professionally, respectfully, empathetically, and effectively with questions and queries from students.
- Support the effective evaluation of the programme.
- Provide feedback on the experiences of students, their queries, and questions, to the Student Success Academy Team to help enhance the University's service provision.

- You may be offered additional work opportunities relating to other areas of the Student Success Academy or the Careers Network as appropriate.

Organisational responsibilities

Reports to: Diversity and Inclusion Coordinator

Note: Although the core duties of the post are set out within the job description, a flexible approach to work is essential. The post-holders may be required to adapt the above duties to take account of changes to working practice.

	Essential	Desirable
Experience and knowledge	Experience of customer care.	Experience of supporting others in a mentoring/peer support capacity.
	Good knowledge of the best methods to communicate with fellow students.	Have completed a placement or summer internship opportunity.
		Knowledge about what the Student Success Academy is and experience in participating in other SSA activities.
Skills Abilities	<p>Excellent listening and communication skills, adapting communication to best relate to students.</p> <p>Ability to build good rapport and demonstrate empathy and interpersonal skills.</p> <p>A professional, positive, manner with a customer care focus.</p> <p>Ability to work confidentially.</p> <p>Ability to work independently and manage time.</p> <p>Proactive approach and good organisation skills.</p>	<p>Demonstrate leadership ability.</p> <p>Previous delivery of presentations or workshops.</p>
Training	Willingness to undertake training as required.	
Other	Commitment to always observing the University's Equal Opportunities policy.	

Conditions of Service

The post holders should expect to work throughout October – December 2024 with opportunity for optional shifts during February-April 2025.

Get Ahead Together activities will happen on a Wednesday afternoon or evening so you will be expected to be available at these times. There may be some additional activities at other times in the week, which will usually be flexible to work around commitments such as lectures and exam periods.

This role is open to students who will be in at least their second year of study at Loughborough University during the 2024-25 academic year, though preference will be given to final year students. This role is a Positive Action initiative (Section 158, Equality Act 2010) to address the gap in degree attainment between black, South Asian and white students at Loughborough University and is permitted under Schedule 9, part 1 of the Equality Act

2010. Because of this, preference will also be given to Loughborough University students who identify as black African, black Caribbean, Indian, Pakistani or Bangladeshi.

Salary will be £12.82 per hour. Payment will be by submitting claim forms electronically for hours worked. There is no entitlement to paid holidays as the hourly rate includes an allowance for holiday pay.

A compulsory training session will be held in October 2024, and you will be paid for your attendance at this.