

Student Success Peer Mentor Job Description

Job Description

To act as a Peer Mentor to Part A AND/OR B students who are either settling into university life (group mentoring will be offered) or seeking a placement (1-1 mentoring will be offered) 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 make a difference to their peers' time at university.

Successful Part B and C students will provide peer mentoring to our Part A students and successful Part D students, who are returning to Loughborough after placement will provide peer mentoring to Part A AND Part B students.

Job Grade: £14.44 p/h inclusive of holiday pay (Term Time Only, Casual Basis)

Job Purpose

To organise 1-2-1 and group sessions with mentees to answer their questions, develop their skills and knowledge on areas such as time management and handling challenges, and support them with the transition through university and life at Loughborough (for Part A students) and securing a placement (for Part B students). To provide 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. To provide regular feedback to the Student Success team on areas of support requested by students. This is a unique opportunity for motivated individuals to have a positive impact on their peers' employability and career prospects.

Job Duties

- Preparing, organising and hosting, weekly group and one-to-one sessions with Part A/ B students, to facilitate discussion on a range of topics to help students with transitioning through university and/or placement.
- 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, aid their transition through university and/or help them develop their skills and confidence in securing a placement or work experience.
- Providing a mechanism of support through sharing own knowledge and experiences of transitioning and adapting to university, skills development and securing a placement and work experience, 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.	
	Good knowledge and understanding of the challenges students who are traditionally underrepresented in higher education.	
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 and February-May, with opportunity for additional optional shifts.

Group peer mentoring for Part A students will happen on **a Thursday evening so you will be expected to be available**. 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 are in their penultimate or final year of study at Loughborough University during the 2025-26 academic year. 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 £14.44 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 on Wednesday 15th October 2025, and you will be paid for your attendance at this.