

Open to 26/27 final year undergraduate Loughborough University students who have completed a placement ONLY.

As the Student Success Academy is designed to support students from traditionally underrepresented backgrounds at Loughborough, we are especially keen to recruit students who identify as black African, black Caribbean, South Asian Indian, Pakistani or Bangladeshi AND/OR if you are a mature and/or commuter student.

Student Services/Careers Network

Student Success Peer Mentor

Job Ref: REQ260375

School/Department summary:

The Student Success Academy is dedicated to empowering students from traditionally underrepresented backgrounds to thrive throughout their university journey. Through tailored support, practical development opportunities, expert guidance, and personalised one-to-one support, the Academy helps students achieve their academic, personal, and career aspirations. Our programmes and activities are designed to foster confidence, belonging, and success, enabling students to make the most of their higher education experience.

Job Description

To act as a Peer Mentor to Part A and B students who join Student Success Academy, 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.

Job Family and Grade: £15.21 (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 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.
- Provide 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.
- Provide 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.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: Emily King, Success Coach and Gemma Francis, Success and Outcomes Projects Officer

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience and knowledge	Are a final year UG student who has completed a placement year.	1
	Experience of customer care.	1
	Good knowledge of the best methods to communicate with fellow students.	1

	Knowledge about what the Student Success Academy is and experience in participating in other SSA activities.	1
	Good knowledge and understanding of the challenges students who are traditionally underrepresented in higher education.	1
Skills Abilities	Excellent listening and communication skills, adapting communication to best relate to students. Ability to build good rapport and demonstrate empathy and interpersonal skills. A professional, positive, manner with a customer care focus. Ability to work confidentially. Ability to work independently and manage time. Proactive approach and good organisation skills.	1
Training	Willingness to undertake training as required.	1
Other	Commitment to always observing the University's Equal Opportunities policy.	1

Desirable Criteria:

Area	Criteria	Stage
Experience and knowledge	Experience of supporting others in a mentoring/peer support capacity.	1
Skills Abilities	Demonstrate leadership ability.	1
	Previous delivery of presentations or workshops.	1

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

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 **Tuesday evening during term-time so you will be expected to be available**. There will be 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 final year of study at Loughborough University during the 2026-27 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 £15.21 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.

Key Dates:

Application Closing Date: **Sunday 16th August 2026**

Interviews for successful applicants: **Tuesday 8th September 2026 (online).**

Successful interviewees will be required to complete a Right to Work check and Dashboard registration towards the end of September/beginning of October.

A compulsory training session will be held on Wednesday 30th September 2026, and you will be paid for your attendance at this.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic and Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.