

## JOB DESCRIPTION

<b>Job Title:</b>	Student Mentor	<b>Grade:</b>	SP2
<b>Department:</b>	Student Engagement Team; Faculty of Business	<b>Date of Job Evaluation:</b>	August 2021
<b>Role reports to:</b>	Student Engagement Officer (Projects)		
<b>Direct Reports</b>	n/a		
<b>Indirect Reports:</b>	n/a		
<b>Other Key contacts:</b>	Programme Lead (Faculty of Business)		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

### **PURPOSE OF ROLE:**

This role will provide support to first year students with their transition into the University of Greenwich by helping to foster a strong sense of programme community, identity and belonging.

### **KEY ACCOUNTABILITIES:**

All Student Mentors will be required to:

- Act as a positive role model to Foundation and first year students
- Maintain regular contact with allocated students
- Discuss and share personal experiences of their transition into university when appropriate and comfortable to do so
- Provide assistance to Foundation and first year students in person and digitally (for example signposting students to university services and provision; full training will be given)
- Communicate regularly with other Student Mentors, the Student Engagement Team, and relevant Business School staff to raise any issues/concerns, and to proactively contribute ideas to develop the scheme
- Attend training sessions associated with the role

Other duties and responsibilities will vary between programmes, but may include:

- Delivering regularly scheduled mentoring sessions
- Helping to facilitate tutorial sessions

### **Managing Self:**

- Ability to plan, prioritise and organise own workload;
- Self-motivated with the ability to work on initiative;

- Ability to respond quickly and flexibly to different needs and actively seeking feedback and using the findings to inform practice;
- Ability to demonstrate effective team working skills.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

**Additional Requirements:**

Undertake any other duties as requested by the Programme Leads, commensurate with the grade.

**KEY PERFORMANCE INDICATORS:**

- Training completed.
- 121 and group sessions with mentees completed.

**KEY RELATIONSHIPS (Internal & External):**

- Student Mentees;
- Programme Lead (Faculty of Business);
- Student Engagement Team.

**PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A current student of the University of Greenwich, entering second or final year of undergraduate study in the Business School in September 2021</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of communicating with people from a variety of backgrounds</li> <li>• Experience of working with peers in large groups, small groups and one-to-one</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the challenges first year students may experience when starting university</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Strong verbal communication skills, particularly the ability to listen to, empathise with and relate to others one-to-one and in groups</li> <li>• Good written communication skills, with an ability to communicate effectively via a digital platform (e.g. MS Teams, email)</li> <li>• Confident in using online platforms such as MS Teams</li> <li>• Good teamwork skills with the ability to build productive working relationships</li> <li>• Strong organisation skills with the ability to plan effectively and take responsibility for the quality and delivery of own work</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• Proactive and highly self-motivated, with the ability to work without supervision, exercising judgement and</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of offering peer support to others</li> <li>• Experience of running and facilitating group activities</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of different routes into undergraduate study e.g. A-levels, BTECs, Access courses</li> </ul>

initiative as necessary within agreed boundaries

- A positive attitude to dealing creatively with challenging situations
- Reliable and responsible
- We are looking for people who can help us deliver the values of the University of Greenwich: Collaboration, Impactful, Inclusivity.