

Student Staff Job Description

Job Title: Student Mentor

Responsible to: Student Support Advisors and Student Support Coordinator

Outline of post: To provide support, advice and guidance to students living in University of Birmingham residences on a wide range of areas related to shared living and accommodation, academic and learning, financial and general student life and wellbeing when living and studying at the University of Birmingham. This will be delivered to students through 1-2-1 support, accessed from the Student Mentor Scheme office, virtually or by a visit in their accommodation; in group settings and through student activities and events.

Hours of work: During term time, every week you will be required to work between 1 - 2 office shifts (each lasting 4 hours, 4pm-8pm) and attend a weekly team meeting held Wednesday at 2pm for approximately two hours. The duration of the weekly team meeting reduces throughout the year.

You will also be expected to meet students on a 1-2-1 basis in addition to your office shifts, subject to your availability. Student Mentors are required to work evenings and occasional weekends.

There will be some weeks of the year (E.G. Welcome Week) that are particularly busy and you will be expected to work more shifts than usual. It is essential that Student Mentors are flexible for shift work throughout the academic year.

Compulsory Dates: Please note that Student Mentors are required to attend compulsory paid training and work on the following dates:

- 5th, 6th & 7th June 2024 – Training
- 16th, 17th, 18th, 19th September 2024 – Training
- 20th, 21st, 22nd September 2024 – Arrivals Weekend
- Flexibility to work throughout Welcome Week – W.C. 23rd September

Start Date: Please note – this role starts in September 2024 although there are training requirements and may be ad hoc shift opportunities beforehand.

Duties and Responsibilities:

1. To listen and be approachable to provide support, advice and guidance to students from the Student Mentor Scheme Office or in their accommodation site on a wide range of issues throughout the year.
2. To actively aid and support students during the transition into University life and residences.
3. To help deliver a range of Welcome Week activities to welcome students to the University of Birmingham.
4. To identify when a student may be experiencing difficulties and develop a plan of support with the guidance of the Student Support Advisors.
5. To have a good knowledge and understanding of Guild and University departments and community organisations; and to refer students as appropriate onto further sources of help.
6. To accurately gather and record confidential and sensitive information.
7. To ensure that all casework-related admin is dealt with in a consistent and timely manner.
8. To supervise and support Welcome Team over Arrivals Weekend to ensure a smooth arrivals process for students.
9. To assist in the running of the Student Mentor Scheme Office when on shift. This includes answering the office telephone, utilising and maintaining a filing system, recording casework information, completing case-related admin and keeping the office clean and tidy.
10. To assist the Student Support Advisors to continually improve the welfare of students in accommodation.
11. To help deliver awareness-raising events and campaign activities on issues facing students for example, house-hunting, exam stress and personal safety.
12. To provide mediation to flat mates facing shared-living difficulties.

- 13. To provide one to one support to students with additional needs and/or a disability.
- 14. To contribute to the development of the Student Mentor Scheme by suggesting new ideas to engage with students.
- 15. To attend a weekly team meeting.
- 16. To complete compulsory training as required.

Service Provision

- 17. To contribute to your immediate team and the wider team, including University of Birmingham Site Staff, ensuring good communication and co-operation.
- 18. To ensure you observe service policies as communicated to you.
- 19. To recognise your own limitations and work within them, seeking further support and guidance as necessary.
- 20. To contribute to the welfare support services in residential accommodation.
- 21. To develop a general knowledge of other Guild departments as you may be required from time to time take part in other work unrelated to the role as directed by your Line Manager.
- 22. To adhere to the Guild's confidentiality policy when dealing with highly confidential and sensitive information.

Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Knowledge of key issues that affect students including an understanding of issues related to shared living, accommodation, academic, finance and wellbeing.
- Experience of working independently
- Experience of dealing with difficult, sensitive or unexpected situations
- Excellent listening and communication skills
- Ability to initiate contact with other students in a confident manner.
- Ability to establish strong working relationships with a range of individuals
- Ability to ensure observation of service procedures, for example maintaining confidentiality.
- Approachable, personable, and empathetic towards students.
- Self-motivated, self-reliant and able to use own initiative to solve problems.
- Awareness of own limitations and boundaries
- Flexible and responsive to service/student needs.

- Excellent spoken communication and ability to work as a team with a range of individuals.
- Non-judgemental and committed to equality of opportunity for all.