

# Peer Support Co-ordinator (part-time role)

As the Peer Support Co-ordinator you will work closely with the Peer Support Manager to develop and co-ordinate Peer Assisted Learning (PAL) and Peer Mentor schemes at the University of Bath.

You will be responsible for recruiting, training and providing ongoing support and recognition for over 1000 student volunteers. You will be working closely with students and colleagues from all departments and levels of study to help them to lead and develop existing Peer Support schemes and develop and introduce new schemes.

We are looking for a creative and enthusiastic individual with a drive to improve the experience of students. You will have experience of developing and delivering interactive and engaging training to a wide range of audiences, as well as of working with a range of different stakeholders on a variety of different projects.

We offer competitive salaries, a vibrant and fun working environment and flexible working to enable your work-life balance. More than just a “job”, this is an opportunity for committed and ambitious people to help shape our organisation and the lives of the students we represent. Our staff enjoy a safe and pleasant working environment, with a variety of benefits. Join us and be part of our story!

This role is offered on a part time basis (29.2 hours per week).

## **Salary**

Starting from £26,715, rising to £32,817 pro rata  
Grade 6

## **Closing date**

Monday 02 March 2020

## **Interview date**

To be confirmed

The full Job details and person specification can be found overleaf.

## **Applications**

Apply online here: <https://www.bath.ac.uk/jobs/Vacancy.aspx?id=16525&forced=1>

For any informal enquiries about the role please contact Sam Cook, Peer Support Manager (sjc216@bath.ac.uk), however, please ensure that your application is submitted via the University website.

<b>Job title:</b>	<b>Peer Support Co-ordinator</b>
<b>Department/School:</b>	<b>University of Bath Students' Union</b>
<b>Grade:</b>	<b>6</b>
<b>Location:</b>	<b>University of Bath premises</b>

### **Job purpose**

The Peer Support Co-ordinator will provide quality training, support and development of Peer Assisted Learning (PAL), and Peer Mentoring schemes across the University of Bath. This will include departments where peer support schemes are in place, as well as developing and introducing schemes in departments where schemes are not yet in place. The Peer Support Co-ordinator will be responsible for recruiting, training and supporting student volunteers. The post holder will be expected to ensure the success of the schemes across the university working in partnership with academic departments. The role will also develop key contacts in Higher Education Institutions across the country to share and develop Peer Support developments across the sector.

### **Source and nature of management provided**

Reports to the Peer Support and Development Manager

### **Staff management responsibility**

Student Staff

### **Special conditions**

Will be required to work occasional evenings for events or training which can be reclaimed as TOIL.

### **Main duties and responsibilities**

<b>1</b>	<p><b>Work in partnership with staff from various departments in the University to establish and coordinate PAL and peer mentoring schemes.</b></p> <ul style="list-style-type: none"> <li>i) Provide tailored advice and support to academic and professional services colleagues running peer support schemes.</li> <li>ii) Develop an awareness of peer support in areas where schemes don't currently exist with the aim of establishing new schemes.</li> <li>iii) Work with academic and professional services staff in the University to develop a comprehensive programme of events and activities for peer support volunteers throughout the year, including welcome/induction events.</li> <li>iv) Facilitate mechanisms whereby staff and students can share good practice relating to peer support.</li> </ul>
<b>2</b>	<p><b>To develop and deliver training and to organise and manage the recruitment and training process of PAL Leaders and Peer Mentors.</b></p> <ul style="list-style-type: none"> <li>i) Create bespoke recruitment materials to encourage participation from a diverse range of students.</li> <li>ii) Provide tailored support and guidance for colleagues when recruiting volunteers.</li> <li>iii) Lead on researching and developing new mentoring training courses for new projects such as bespoke mentoring sessions for WP students</li> <li>iv) Deliver and Co-ordinate the training for all peer support volunteers, including in-person and online training.</li> <li>v) To recruit, train and support staff and students trainers delivering training for peer support volunteers.</li> <li>vi) To set up and maintain databases as necessary to support peer support schemes, including a database to record and process scheme costs.</li> </ul>
<b>3</b>	<p><b>Provide ongoing support, guidance and recognition for all Peer Support volunteers.</b></p>

	<ul style="list-style-type: none"> <li>i) Organise key events for peer mentors and PAL Leaders, including ongoing training sessions and networking events.</li> <li>ii) Provide advice and support to peer mentors and PAL Leaders on effectively engaging students with schemes.</li> <li>iii) Communicate regularly with volunteers using a range of communication channels and develop a hub of resources for them to access.</li> <li>iv) Attend national network meetings to build a strong network of peer support practitioners to share and utilise good practice.</li> <li>v) Maintain and develop ways of recognising volunteers including awards evenings and celebration events.</li> <li>vi) Explore new and innovative ways of recognising volunteers, including the possibility of accreditation.</li> </ul>
<b>4</b>	<p><b>Take the lead on appropriate research, evaluation and reports</b></p> <ul style="list-style-type: none"> <li>i) Undertake research, such as surveys and focus groups, to further inform the development of the peer support area.</li> <li>ii) Provide quality assurance of peer support schemes by collecting feedback from a diverse range of students.</li> <li>iii) Analyse data and write annual reports on impact, participation, inclusivity and efficiency/capacity and other reports as required</li> <li>iv) Collect, organise and present data as necessary, to provide an accurate evaluation of peer support schemes, and make recommendations where appropriate.</li> </ul>
<b>5</b>	<p><b>Build the profile of the Peer Support area within the Students' Union and across the University</b></p> <ul style="list-style-type: none"> <li>i) Monitor the use of different communication channels and make recommendations on good practice.</li> <li>ii) Work in partnership with SU Marketing to generate press coverage (internal and external) for peer support activities and successes.</li> <li>iii) Develop a communication and marketing strategy to raise the profile of peer support.</li> <li>iv) Work with the Peer Support and Development Manager to develop and follow an Area Plan for Peer Support and Development.</li> <li>v) Contribute towards the ongoing development of educational and quality enhancement initiatives relating to peer learning and peer support.</li> </ul>
<b>6</b>	<p><b>To support the development of a training programme for SU student leaders and the wider student population</b></p> <ul style="list-style-type: none"> <li>i) To support the recruitment and training of a team of student trainers.</li> <li>ii) To deliver additional training for student leaders, with appropriate training and support provided.</li> <li>iii) To support colleagues to develop training for student leaders, including developing training activities and observing training sessions.</li> </ul>
<b>7</b>	<p><b>Undertake other duties as required</b></p> <p>This is not intended to be an exhaustive list of duties or a restrictive definition of the post but rather should read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to change over time as priorities and requirements evolve and as such may be amended at any time by the line manager, following discussion with the post holder.</p>

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>		
Educated to degree level or equivalent		√
<b>Experience/Knowledge</b>		
Experience of delivering a project with multiple stakeholders including academic staff	√	
Experience of training and managing volunteers	√	
Experience of planning and delivering high quality training	√	
Experience of project evaluation and impact assessment	√	
Knowledge of peer support/peer mentoring/peer assisted learning	√	
Experience of working within a HE environment		√
Experience of managing online information		√
Experience of budget management		√
Proven experience of managing and developing a professional team of student staff and leaders		√
<b>Skills</b>		
Excellent communication skills	√	
Effective interpersonal skills, both written and oral	√	
Proven networking abilities	√	
Excellent personal organisational skills, particularly time management and prioritisation skills	√	
Strong report writing skills with the ability to produce information for a variety of audiences	√	
Ability to work in a team as well as under own initiative	√	
Strong ICT skills	√	
<b>Attributes</b>		
Must be self-motivated	√	
Must be adaptable	√	
Must be approachable	√	
Empathetic and friendly approach to students	√	
An awareness of the expectations of diverse students and an understanding of the need to manage these	√	

An understanding of the Students' Unions' student-led value	√	
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### Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

#### **Managing self and personal skills:**

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

#### **Delivering excellent service:**

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

#### **Finding innovative solutions:**

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

#### **Embracing change:**

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

#### **Using resources:**

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

#### **Engaging with the big picture:**

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

#### **Developing self and others:**

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

#### **Working with people:**

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

#### **Achieving results:**

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.