



JOB DESCRIPTION

Job Title:	Student Engagement Assistant (3 positions)
Department / Unit:	Directorate of Academic Services (Student Engagement & Sport)
Job type	Casual
Grade:	RHUL 2
Accountable to:	Student Engagement Officer
Accountable for:	n/a
Purpose of the Post	
<p>The role of Student Engagement Assistant will be crucial to ensure successful and effective engagement with incoming and current students at Royal Holloway. The Assistants will be responsible for helping to deliver a successful peer-to-peer support scheme for all new undergraduate students, with a focus on allocating students to 'Peer Guides' (volunteer mentors) on an opt-in basis and the maintenance of Peer Support teams on Microsoft Teams. Starting from July 2021, the role will work on a casual basis into the first term of the academic year.</p> <p>Along with the allocation of new students, the Student Engagement Assistant will facilitate lines of communication between the Peer Guidance team and the School administration, helping to ensure that the scheme runs effectively across College. Each Assistant will be assigned two academic schools and will support the Peer Guides within, handling queries, signposting to other College services where required, delivering training and setting a good example to fellow students. They will also support the promotion of the scheme across the institution, assisting with communications material and webpage content, and offering an insight into the scheme at College recruitment events such as Open Days.</p> <p>Assistants will also be responsible for assisting with other tasks handled by the Student Engagement team. These include the preparation and overseeing of the Welcome to RH student app; the delivery of Welcome events, including the Welcome to Royal Holloway induction talks; the planning and delivery of the Peer Guide Caller programme; and the delivery of effective student voice mechanisms at the university.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. To assist in the allocation of new first year students to Peer Guides by programme on an opt-in basis. 2. To oversee the Peer Support teams (via MS Teams) from two schools, handling queries from both new undergraduates and Peer Guides. 	

3. To assist the Student Engagement Officer with the recruitment and training of volunteers for the Peer Guidance scheme.
4. To act as a key communicator between Peer Guides, the Peer Guidance team, and School Administration.
5. To input into the creation of engaging online content, including videos and blog posts, which provide answers to common Student Life-related queries.
6. To assist in the overall administration of the Peer Guidance Scheme and its promotion at College recruitment events such as Open Days and Applicant Visit Days.
7. To assist the Student Engagement team with a variety of projects and activities, including the Welcome to RH app and Welcome Week engagement activity.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Wider Student Engagement & Sport department
- School Administration
- Student Services
- Student Wellbeing



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: School Peer Guide Coordinator

Department: Student Engagement & Sport

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training Must be a current student of Royal Holloway in 2021/22	X		Application Form
Skills and Abilities Excellent verbal and written communication skills, proficiency in English Good numerical and analytical skills in relation to data processing Good knowledge of the university and its support services Good organisational and time management skills Ability to work well with others and handle queries from students and staff professionally Reliable and punctual Outgoing, approachable and friendly manner Be able to respect and effectively communicate with students and others from a variety of backgrounds	X X X X X X X		Application Form & Interview Application Form Interview Interview Interview Interview Interview
Experience Experience of a being a Peer Guide, or a similar student leadership role		X	Application Form
Other requirements Be available to work outside of term time, starting from 02 August 2021.	X		Interview

