



JOB DESCRIPTION

Job Title:	Peer Support Scheme Officer
Directorate/Department:	Student Engagement & Insights
Job type:	Professional Services
Grade:	5
Accountable to:	Head of Student Engagement & Insights
Accountable for:	Student Peer Mentors
Purpose of the Post	
<p>The Peer Support Scheme Officer will play a key role in delivering, developing and evaluating Royal Holloway's Peer Support Scheme, a pilot project as part of the University's Access and Participation Plan. This is a core part of the University's student engagement and transition strategy. The post holder will coordinate the recruitment, training and supervision of student peer mentors, work closely with academic departments and support services, and use insight and evaluation data to enhance the quality, consistency and impact of peer support.</p> <p>The role contributes to building a supportive, inclusive and connected student community where all students can thrive both academically and personally.</p>	
Key Tasks	
<p>1. Scheme coordination and delivery</p> <ul style="list-style-type: none"> • Coordinate the day-to-day operation of the University's Peer Support Scheme, ensuring activities are delivered smoothly throughout the academic year. • Support academic departments and professional services in establishing and maintaining peer mentoring programmes. • Coordinate student matching processes, communications and reporting mechanisms • Maintain accurate records and data on participation, engagement and impact as part of the University's Access and Participation Plan. <p>2. Student recruitment, training and support</p> <ul style="list-style-type: none"> • Coordinate the annual recruitment and selection of student mentors in collaboration with academic departments. • Develop and deliver engaging training sessions in person and online covering mentoring skills, communication, boundaries and wellbeing signposting. • Provide guidance, supervision and ongoing support to student mentors to ensure a high-quality mentoring experience. • Recognise and celebrate student contributions through awards, events and digital 	

campaigns.

3. Stakeholder engagement

- Work collaboratively with colleagues across the Student Journey Division, academic departments and the Students' Union to promote and embed peer support in the student experience.
- Develop and maintain effective working relationships with key stakeholders to ensure alignment with student engagement and transition priorities.
- Represent the Peer Support Scheme at internal and external meetings, where appropriate.

4. Evaluation and continuous improvement

- Monitor and evaluate the effectiveness of peer support activity using both quantitative and qualitative methods, including student feedback and participation data.
- Produce regular reports and insights for internal stakeholders to inform decision-making and improvement.
- Contribute to the development of new initiatives that enhance student belonging, engagement and transition.

5. Communications and promotion

- Create and deliver engaging communications to promote the Peer Support Scheme to students and staff, including social media content, webpages and newsletters.
- Work with iComms team to ensure clear, inclusive and accessible messaging.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

Contribute to the wider work of the Student Engagement and Insights team, supporting events such as Welcome Week, RH100 and student surveys.

Undertake other duties as required by the Head of Student Engagement and Insights, commensurate with the grade of the post.

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

PERSON SPECIFICATION

Job Title: Peer Support Scheme Officer Department: Access and Success

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
Education to A' level or equivalent	E		Application Form
Evidence of ongoing professional development relevant to student engagement, mentoring or wellbeing support		D	Application Form
Excellent IT skills especially in key Microsoft 365 apps and services, including: Teams, Outlook, Excel, Word, PowerPoint, Forms, OneDrive	E		Application Form
Knowledge of student engagement and belonging strategies within UK higher education.		D	Application Form
Skills and Abilities			
Strong organisational skills with the ability to manage multiple projects and deadlines effectively.	E		Interview
Excellent interpersonal and communication skills, with the ability to build rapport with students and staff from diverse backgrounds.	E		Interview
Ability to work flexibly and collaboratively within a small team.	E		Application form / Interview
Understanding of safeguarding and wellbeing principles in a University context.	E		Application form / Interview
Experience			
Experience coordinating student-facing projects, events or schemes in a higher education or similar environment.	E		Application Form / Interview
Experience delivering peer mentoring, peer-assisted learning or similar programmes.		D	Application Form / Interview
Experience of using student insight or evaluation data to inform improvements.		D	Application Form / Interview
Experience supporting or supervising students or volunteers, including recruitment and training.	E		Application form/Interview
Experience using CRM systems, student engagement dashboards or online matching tools.		D	Application form
Other Requirements			

Committed to personal development	E		Application form/Interview
A proactive, student-centred approach and a genuine enthusiasm for enhancing the student experience at Royal Holloway.	E		Interview
Ability to work occasional weekends or evenings and travel to events and other external activities, as required		D	Interview