Student Peer Support Mentor

Job Description

The Role

Job title:	Student Peer Support Mentor (PSM)
Department:	Student Services
Responsible to:	Mental Health Coordinator
Location:	Royal Agricultural University (RAU) Campus, Cirencester
Salary:	£12.71 (21 years and over)/£10.85 (under 21 years) per hour plus holiday pay at 12.07%
Contract type:	Casual, temporary
Term:	Remainder of the Academic year (W/c 23rd November 2026 – May 2027)

Purpose

The Student Peer Support Mentor (PSM) will be part of a small team supporting Student Services and Accommodation teams throughout the academic year, starting from mid-November 2026.

The role is designed to provide friendly, inclusive, and time-limited peer support to new and continuing students, helping them navigate academic, social, and personal challenges and feel connected to the RAU community.

PSMs are not counsellors or advisors. They provide informal peer support, social connection, and early signposting to appropriate university services when additional help is needed.

Key Responsibilities

1. Student Wellbeing and Peer Support

- Offer informal, non-judgemental peer support to students who may be experiencing difficulties, providing a listening ear within agreed boundaries and role limits.
- Support students during evenings or weekends where appropriate, helping reduce isolation (for example, accompanying a student to shared spaces or providing supportive conversation).

- Recognise when a student needs more specialist support and refer or escalate concerns appropriately in line with training and Student Services guidance.
- Provide inclusive peer support to international students, including those who are new to the UK and university life.

2. Community Building and Engagement

- Be a visible and welcoming presence within the Student Lounge, offering conversation and informal support.
- Organise and support inclusive social and community activities that promote belonging, wellbeing, and engagement.
- Encourage participation in campus life, events, and student-led activities.
- Confidently signpost students to relevant services, including:
    - Student Services
    - Students' Union
    - Chaplaincy
    - Careers and academic support

- Work collaboratively with the Students' Union and Student Services to gather student feedback to inform future activities and events.
- Promote an environment that is welcoming, respectful, and inclusive of all backgrounds and identities.

3. Accommodation and Arrivals Support

- Support Student Services and Accommodation teams with pre-arrival preparations.
- Be present during student arrival periods (including staggered arrivals throughout the year) to welcome and help students settle in.
- Observe and report concerns, including poor or threatening behaviour, to appropriate RAU staff in line with procedures.

4. Campaigns and Communications

- Support Student Services and Students' Union-led health, wellbeing, and inclusion campaigns.
- Assist with promoting events and campaigns through agreed communication channels as directed by Student Services.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team

members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Knowledge, Skills & Experience	**Essential (E) or Desirable (D)**	**Measured by;** A – Application form B – Interview C - Presentation
Excellent verbal communication skills.	E	B/C
Evidence of a responsible attitude and the ability to show initiative and creativity.	E	B/C
Able to contribute and work effectively in a team or independently.	E	B/C
Ability to motivate and communicate well with young people and adults from a diverse range of backgrounds.	E	B/C
A positive attitude to university life.	E	A/B/C
A commitment to confidentiality and ethical practice.	E	A/B/C
An understanding of the importance of professional boundaries in a peer-support role.	D	A/B/C
Experience following instructions.	D	A/B/C
Experience in a customer-facing role.	D	A/B/C
Experience of working as part of a team in either a paid or voluntary capacity.	D	A/B/C

Other requirements	**Essential (E) or Desirable (D)**	**Measured by;** A – Application form B – Interview C - Presentation
Current RAU undergraduate or postgraduate student.	E	A
Proof of the right to work in the UK.	E	A
Be available to attend mandatory training session(s).	E	A/B
Availability throughout the academic year, including occasional evenings and weekends, is essential.	E	B

Application Procedure

This vacancy is open to RAU students only in the first instance.

For further details and an application form please contact: Human.Resources@rau.ac.uk.

Return completed application and equal opportunities forms to Human.Resources@rau.ac.uk

Closing Date: Monday 16th November
Interview date: Tuesday 24th November

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level

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