

# **Peer Support Administrator**



# Welcome

We're delighted you are interested in applying to be part of the team at The SU, University of Bath.

The SU is the body of students at the University of Bath; we are a bold, creative and fun organisation with a rich history of empowering students to make a difference.

We believe that students can and want to shape the communities they are part of for the better. Through our student leaders and elected representatives, we create opportunities for students to come together and inspire them to make change and shape the world around them. This approach is core to our strategy, students leadership is at the heart of what we do, and together with our high-quality professional staff team, we achieve amazing things.

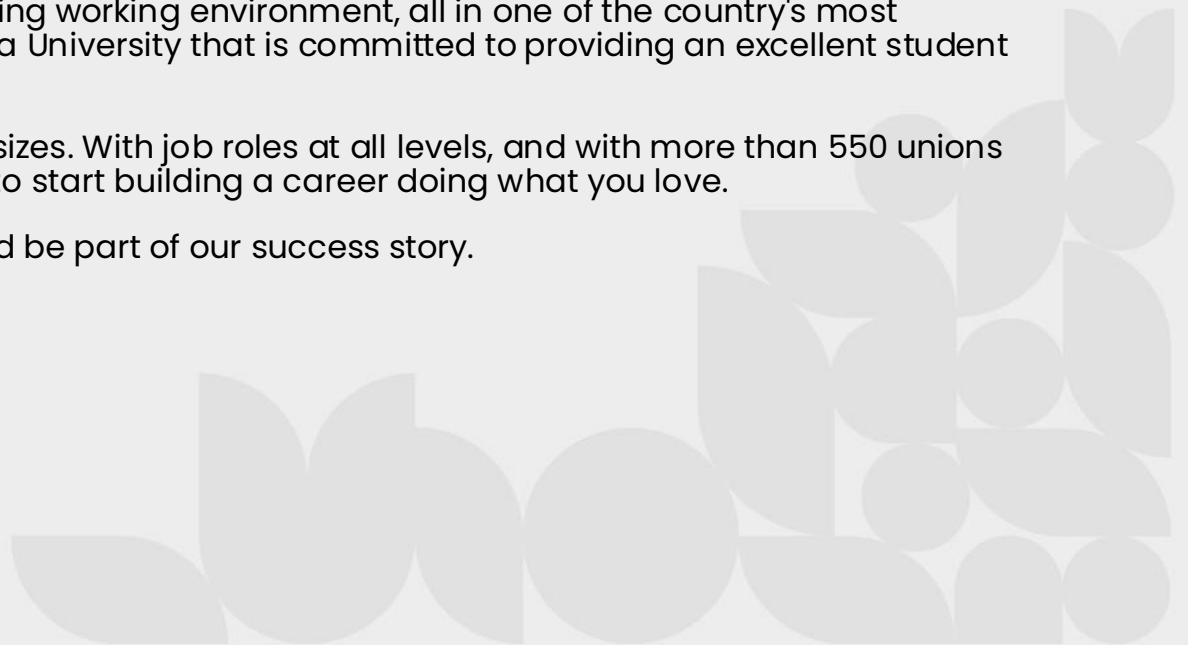
We are driven by our values and committed to creating a supportive and inclusive workplace in which all our people can thrive. We are looking for passionate individuals who want to help shape our charity and improve the lives of our 20,000 members. In return, we offer a wide range of benefits, personal development opportunities and a rewarding working environment, all in one of the country's most beautiful cities and as an integral part of a University that is committed to providing an excellent student experience.

Students' Unions come in all shapes and sizes. With job roles at all levels, and with more than 550 unions across the country, you can work with us to start building a career doing what you love.

We're on an exciting journey; do come and be part of our success story.

**Ryan Bird**

**Chief Executive**



# What we do

The SU is the body of students at the University of Bath. We believe that when students come together, they can shape the communities they are part of for the better. Through our student leaders and elected representatives, we grow and support communities of students as they provide opportunities for others and change the world around us for the better.

Together we: Promote student interest and welfare; Provide support and advice; Represent the student community with the University and others; Provide social, cultural, sporting and recreational activities.

How we do this is through student-led:

- Voice – helping students stand up, speak up and make their voice heard,
- Experiences – making friends and memories that last a lifetime,
- Groups – broadening horizons with our communities of students,
- Support – providing advice and support on student life,
- Development – developing the skills students need to lead and change.

Our work is overseen by an independent board made up of six elected student officers, two independent students and five external independent trustees. The SU is funded by a grant from the University of Bath, membership income and the commercial revenue that we generate through our range of student spaces and services.

# Summary of the job

<b>Salary</b>	Starting from £23,144, rising to £24,533. (Grade 4). Pro rata.
<b>Contract</b>	Part time, 0.6 Wednesday to Friday
<b>Working hours</b>	21.9 hours per week including occasional weekend or evening work.
<b>Location</b>	University premises
<b>Reporting to</b>	Skills & Development Coordinator
<b>Responsible for</b>	

The Peer Support Administrator is part of a team that supports student volunteers in The SU. The role provides general administrative support whilst also dealing with student enquiries within a busy team environment. The role also contributes to the development of student training needs, gives support and guidance on peer support schemes and provides administrative support for meetings. During the year administration tasks will vary according to the direction of the student needs and development of the peer support area.

# Role overview

The Peer Support Administrator works within the busy Peer Support team and plays a key role in ensuring that students have an amazing time at university. The role provides a range of support functions throughout the team, ensuring that peer support schemes run as smoothly as possible, helping to collect and process data for report writing and supporting the engagement of student and staff stakeholders from across The SU and the University of Bath.

The Peer Support Administrator is part of the team that manages over 1000 student leaders and will support the recruitment, training, ongoing support and development of these volunteers. The role will help to manage student enquiries, answering these directly where possible or signposting to other areas and will support the various events and activities led by student leaders as part of Peer Support schemes.

As an administrator within The SU the role will also link up with other departments, create content for marketing and communications, support the delivery of The SU strategy, and champion the values and cause of the organisation.

# Main responsibilities

## 1 – Supporting team activities (40%)

- Support the delivery of peer support schemes within the team, ensuring they run smoothly.
- Provide administrative support for departmental meetings.
- Support the collection and processing of data for report writing, including monitoring attendance at events and activities.
- Allocate workload and support student staff as required.
- Support the engagement of stakeholders through various channels.

## 2 – Working with Student Leader Schemes (50%)

- Provide administrative support to the recruitment, training, ongoing support and development of student leaders.
- Be part of the team that manages student enquiries, responding and signposting as required.
- Support student leader activities, including scheduling training and activities, booking venues and sharing resources.
- Support colleagues to implement new and innovative ways of recognising volunteers in their areas.

## 3 – Linking in with others (10%)

- Liaise with other departments and promote the work of the peer support schemes.
- Produce and update content and deliver communications via SU channels within brand guidelines.
- Undertake other duties of a similar nature as reasonably required by your line manager.

# About you

**To be successful in this role, these are the things that will matter most:**

- Ability to be student-led and have empathy with the cause, mission and values of The SU.
- Flexible with an ability to prioritise and get things done in a busy environment.
- A strong sense of 'customer service', responding to enquiries.

**Essential behavioural competencies:**

- Works well as part of a team to deliver objectives to agreed targets.
- Flexible approach and manages time, workload and priorities according to need.
- Ability to form and maintain effective working relationships, including within the team.
- Attention to detail and a commitment to delivering work at high standard.
- Commitment to equality, diversity and inclusivity.
- Commitment to working in a sustainable or environmentally friendly way.

**Skills and experience:**

- Experience in an office environment, including using core MS products.
- Writing and producing content for marketing purposes.
- Using a host of digital platforms eg Microsoft teams or Myskills.
- Organisation and planning activities and events.

## Other benefits

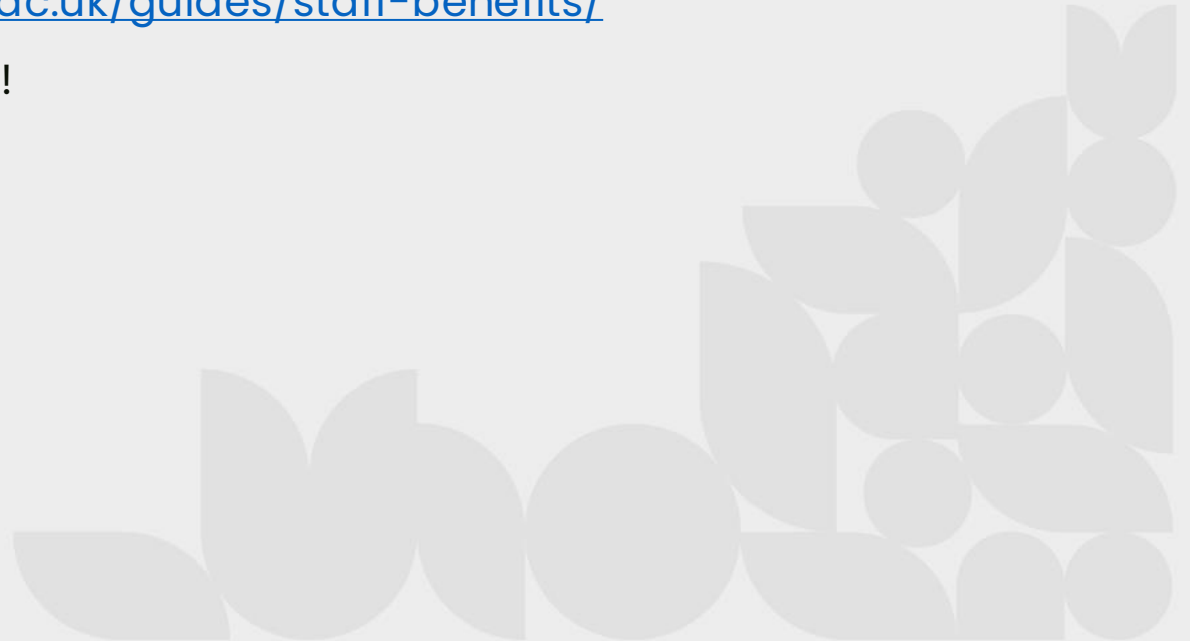
We offer competitive salaries, a vibrant and fun working environment and flexible working to enable your work-life balance.

We offer more than just a “job”; we offer career opportunities 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 encompassing pay, generous pension and work-life balance, along with excellent facilities on campus.

You can find out more at: [bath.ac.uk/guides/staff-benefits/](https://bath.ac.uk/guides/staff-benefits/)

Join us and be part of our story!





# How to apply

## Find out more

For more information and an informal chat about the role please contact:  
Annette Goddard, Skills and Development Coordinator, [alg69@bath.ac.uk](mailto:alg69@bath.ac.uk) .

## How to apply

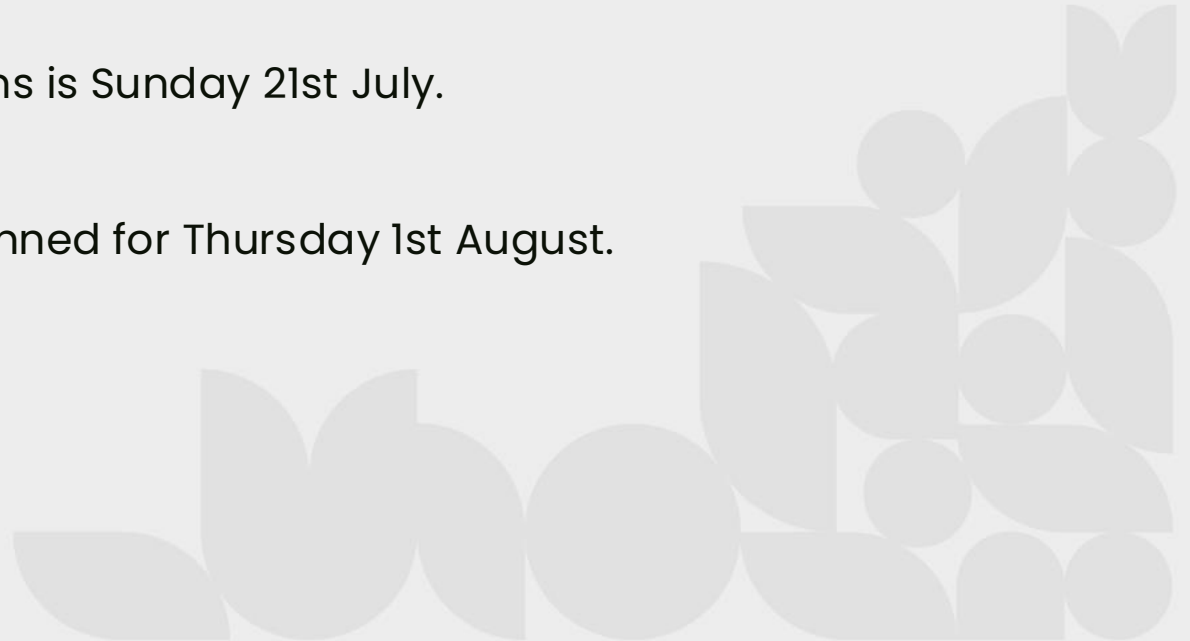
Applications are online. To apply for this role, please visit the job posting at:  
[thesubath.com/careers/](https://thesubath.com/careers/)

## Deadline

The closing date for applications is Sunday 21st July.

## Interviews

Interviews are provisionally planned for Thursday 1st August.



**Thank you.**

**thesu@bath.ac.uk**

**01225 38 3800**

**thesubath.com**

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