(Together we achieve)

JOB DESCRIPTION

Ref: PA1

Job title: Peer Advisor

Role: Student Guild support

Location: LSBM Student Guild (on occasions, the role may work for short periods elsewhere within LSBM)

Salary: £10.20 per hour

Job Pattern: As Required according to the Rota

Reporting to: Guild Manager

Job Application Closing Date: 31st August 2018

Contact Person: Shola Fiberesima

Contact Details: guild.manager@lsbm.ac.uk

JOB SUMMARY

The Student Guild is the official representative body for all LSBM students. We aim to inspire and empower students with valued experience that extends beyond the classroom. Students are at the heart of all we do hence the hospitable environment which is welcoming and supportive. The Student Guild encourages creativity and adventure which challenges self and others. We constantly liaise with the right people to make this happen. The interviews are in two stages a one-to-one interview and a training and selection process.

The Peer Advisors act as the first point of contact to students, student prospects and other external people who visit the Student Guild daily making sure the hospitable student experience is maintained. They provide a friendly and supportive service that includes disseminating information, helping with LSBM systems access/usage, and signposting where applicable which contribute to a great student experience.

The Peer Advisor post will enable the successful candidate to acquire significant practical experience creating opportunities to develop skills that can enhance their professional and personal development. A more detailed list of the benefits derived from this role can be found in the Peer Advisor Policy available on the Student Guild Website.
## MAIN FUNCTIONS

- To provide a professional and friendly front-line support function for LSBM students
- To add value to the Student Guild through delivering quality service
- To engage in peer-to-peer support where applicable

## SPECIFIC RESPONSIBILITIES

The Peer Advisor will be responsible for the following specific tasks:

- To actively be involved in the induction week for new intakes – See Appendix 1
- To act as the first point of contact to students, student prospects and other external people who visit the Student Guild daily
- To provide a friendly and supportive service to students, student prospects and other external people who visit the Student Guild daily
- To signpost students appropriately using knowledge acquired during training
- To assist with student tours to prospective students as and when required
- To assist prospective and returning students to complete the LSBM online application form or the re-enrolment form
- To work collaboratively with staff as directed by the Guild Manager
- Participate in continuing professional training and development programs to enhance the student experience
- To attend and contribute at Peer Advisor and/or Peer Project Advisor meetings as stipulated in the Peer Advisors Policy

To act professionally and keep any received sensitive information confidential

Ongoing in-house training will be provided to support the Peer Advisor role. Other relevant tasks associated to the job role maybe required by the jobholder assigned by the Guild Manager.

The job description reflects requirements as at 17th August 2018
PERSON SPECIFICATION

1. TRAINING AND EDUCATION

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Undergraduate and fully enrolled at LSBM</td>
<td>• Experience relevant to the post</td>
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</tbody>
</table>

2. PERSONAL SKILLS AND KNOWLEDGE

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Good communication skills</td>
<td>• Time management skills</td>
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<tr>
<td>• Excellent negotiating skills</td>
<td>• Knowledge of how to use student systems that will enhance their experience of learning</td>
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<tr>
<td>• Good customer service skills</td>
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<tr>
<td>• Able to work in a team</td>
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<td>• Showing initiative</td>
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3. EXPERIENCE

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Experience in working in a busy and time constrained environment</td>
<td>• Previous experience of working within customer services</td>
</tr>
<tr>
<td></td>
<td>• Being able to handle difficult situations</td>
</tr>
</tbody>
</table>
Appendix 1

To actively be involved in the induction week for new intakes

The induction for new students takes place in September and January of each academic year. Only for this role are students referred to as “Induction Crew” not “Peer Advisors”

This is an opportunity to showcase the institute you belong to with PRIDE

Briefing will take place 30 minutes before start of each day to assign duties
Debriefing will take place at the end of each complete induction for feedback purposes

The duties during this week will include

• Delivering induction materials to sites across the campus and picking these up and returning to the Guild each evening.
• Being a welcoming and helpful presence to new students.
• Leading induction activities which include leading groups of new students around the campus, making sure you do not loose anyone from your group.
• Make sure you adhere to the acquired timing at each tour point
• Make sure you are familiar with the tour route
• Be mindful of those that may need extra support

A few house-keeping rules

• Time-keeping is essential, arrive as required
• No use of mobile phones while on duty except for emergencies
• Proper breaks will be included throughout your time on duty
• Focus on attending to students and avoid socialising with colleagues while on duty
• Always wear appropriate gear for proper identification by new intakes
• Make sure you enjoy the day and have fun while working hard towards a successful induction