

Could you be a Student Mentor? Frequently Asked Questions

Q. Who can apply?

A. All postgraduates, undergraduates, home and international students are welcome to apply. Selection for interview will be based on the information provided on your application form.

Q. How do I apply?

A. Please complete the application form using the Job Description and Person Specification as a guide, particularly when writing your supporting statement. It is important that you take time to complete the application form as it will determine whether you are shortlisted for interview.

Please return your completed application form by email to Staffing@guild.bham.ac.uk or by post to HR, University of Birmingham Guild of Students, Edgbaston Park Road, Birmingham B15 2TU.

Alternatively, bring your application form in person to the main reception at the Guild of Students in a sealed envelope addressed to 'HR'. The Guild Reception is open (term-time) Monday to Friday 8am to 10pm, Saturday and Sunday 10am to 8pm.

The deadline for applications is **10am – Monday 25th February 2019**

Q. Do I have to live in University accommodation to be a Student Mentor?

A. No, you do not have to live in University accommodation to be a Student Mentor.

Q. What happens after I apply?

A. Should you be shortlisted and selected for interview, we will contact you by e-mail informing you of your interview date and time. If you cannot attend you must let us know immediately and we will try and find an alternative time slot. We will contact you by email if your application has been unsuccessful.

Q. What happens if I am successful at interview and appointed as a Student Mentor?

A. You will be informed as soon as possible if you are successful at interview. All successful candidates must be available to attend compulsory training (w/c 10th June 2019 dependant on exam period) and the week before Welcome Week 2018 (w/c 16th September 2019). Post training, your role will commence on Arrivals Weekend (21st & 22nd September 2019) until the end of the 2019/20 academic year. Please note that it is **compulsory** that you are available for the training, Arrivals Weekend and Welcome Week and it is essential that you are flexible for shift work throughout the academic year.

Q. How much do Mentors get paid?

A. The wage is £8.00 per hour.

Q. What are the hours of work?

A. During term time, you will be required to work one or two 4 hour shifts each week and attend a weekly team meeting held on a Wednesday (approximately two hours). Student Mentors are required to work evenings and occasionally weekends. There may be further opportunities to work events and campaigns throughout the year, times and days will vary. Student Mentors must be available to work over Arrivals Weekend, during Welcome Week and Accommodation Open Day (usually a Saturday in March TBC). Please note this job requires commitment throughout the year and so may not be suitable for certain courses with placements - although we aim to be flexible where possible. Due to sickness of colleagues and other problems, you may be requested to work additional hours from time to time.

Q. Will I get paid for any training in the role?

A. All Student Mentors must attend a compulsory 4 day training course in June to help prepare you for the role. There are then 4 further training days the week before Welcome Week in September. All training is paid at the above mentor wage.

Q. What support would I receive in the role?

A. The Student Mentor Scheme has a professional and dedicated team of Student Support Advisors (SSAs). They ensure all Mentors receive on-going support and monthly supervisions throughout their mentoring experience.

General Information

The Student Mentor Scheme and the Guild of Students is an equal opportunities employer and welcomes applications from all sections of the student population. All students in residences will have equal access to the service and Mentors are expected to be fair and non-judgmental in their work.

Everyone involved in providing the service is responsible for ensuring equal opportunities are a working reality.

Student Mentors are both employees of the Guild of Students and students of the University of Birmingham. As employees any issues or concerns will be dealt with through the Student Mentor Scheme/Guild of Students line management structure. Issues they experience as students can be raised with the Guild Executive (Sabbatical and Non-sabbatical) Officers as appropriate.

N.B. Due to a potential conflict of interest, unfortunately Student Mentors cannot be on Residence Committees or members of the Guild Executive. If you are not sure whether this applies to you, please contact us.

If you wish to leave the Guild's employment, then you should give your Line Manager good advance warning as detailed in your employment contract.

Further information is available in the Guild Student Staff Handbook and the Student Mentor Scheme Code of Practice.



Read what our former Student Mentors have to say about their experience as a part of the Student Mentor Scheme;

“Student Mentors provide an invaluable service. We act as a first point of call for students who need help.”

“Being a Student Mentor gives me the opportunity to do something productive with my time.”

“I have gained so many skills from my first term as a Mentor – probably because I tried to fit in as much as I could! The training gave me a glimpse of scenarios I might face, some of which seemed peculiar at the time, but it all helped me expand my current skillset and boost my confidence. This extends to communication, organisation, teamwork, event management, social media marketing, and more...”

Not only have I gained a set of skills, but also a set of friends in the rest of the Mentor team. Everyone on the Scheme is amazingly supportive! You never feel like you're facing an issue alone as a mentor because you've got at least 15 other students, not to mention the superb Student Support Advisors, who are there if you need a second (or third) opinion.”



Make the most of University life!

