JOB DESCRIPTION	
Job title:	**Peer Learning and Support Lead Coordinator**
Reports to:	**Student Opportunities Manager**
Department:	**Student Opportunities**
Direct Reports:	**Peer Learning Coordinator** **Student Opportunities Officer (Peer Learning and Support)**
Revision Date:	**April 2021**

Job Purpose

To lead and report on the development and expansion of Peer Learning and Support Schemes across the University of Edinburgh, enabling all students' access to peer support to enhance their student experience. This will include supporting and facilitating student-led peer to peer activity throughout the University, encouraging students to take a holistic and autonomous approach to their learning and development.

The lead coordinator is responsible for the direct line management of both the Peer Learning Coordinator and one of the two Student Opportunities Officer (Peer Learning and Support), and indirect management of the second Student Opportunities Officer (Peer Learning and Support), as well as Scheme School Senior Leaders.

This role also involves coordinating the Peer Learning and Support teams' contribution to and participation into the wider Student Opportunities department initiatives and activities.

Main Duties and Responsibilities

Main Duties

- Lead on the development and expansion of Peer Learning and Support Schemes throughout the University.
- Lead and report on the Peer Learning and Support teams operational plans and Peer Learning and Supports Student Experience Action Plan (StEAP), funding and agreed objectives.
- Contribute to the wider Student Opportunities department plans and collaborate with colleagues within the department to achieve agreed objectives.
- When setting up or reforming undergraduate and postgraduate Schemes undertake consultations and focus groups with students and staff in Schools to determine which type of Scheme best meets their needs (covering the aims, objectives and desired outcomes of each Scheme).
- Act as a point of contact for the University's Schools and Colleges, offering advice, guidance, knowledge and access to various resources on Peer Learning and Support.
- Ensure and enhance the wellbeing focus of all Peer Support Schemes.
- Lead on Peer Support and Peer Mentoring, as well as overseeing the delivery of Peer Assisted Learning training, ensuring content is current and up to date, and equips students to deliver a high level of peer-to-peer support.
- Oversee Peer Learning and Support initiatives, as well as the teams' contribution to and participation in wider departmental initiatives and activities

- Engaging with the Scottish Peer Support Network, and supporting the network to meet at regular intervals to discuss relevant peer support topics and seek opportunities for collaborative work with other Scottish institutions.
- Assist the team in developing and maintaining strong and positive relationships with our key staff contacts across the University. This includes regular face-to-face meetings, email correspondence and attendance at events.

People Management and Development

- Lead on the recruitment, coordination, development and delivery of Peer Support Student Leader training, with support from the wider team.
- Working in partnership with the wider Peer Learning and Support team to coordinate project communications and promotion.
- Oversight of holiday requests, sickness absence, for those reporting to you and ensuring adequate cover for activity within the team.
- Provide regular support and guidance to the relevant School Senior Leaders.

Planning and Organising

- Oversee the Peer Learning and Support teams' contribution to Leaders Recognition and Reward Strategy, including supporting the organisation of an annual student awards ceremony, contributing to the design and delivery of ongoing profressional development workshops and the Edinburgh Awards, together with colleagues from the Student Opportunities team.
- Maintain and develop relevant resources, supporting materials and toolkits.
- Oversee and ensure the Peer Learning and Support teams website information is current and engaging.
- Ensure School Senior Leaders are actively involved in semester planning and training opportunities.
- Coordinate and supervise the promotion of Peer Support Schemes centrally, ensuring documentation goes out in pre-arrival and induction packs, course handbooks, timetables, School, Student Association and University websites.

Standards and Service

- Develop and implement quality mechanisms to ensure all Peer Support Schemes are of the highest possible standard. This includes undertaking regular observations, debriefs and review meetings.
- Work with the Student Opportunities Manager to ensure appropriate policies, procedures, guidance documentation and resources are in place in order to guarantee that volunteers involved in peer learning and support activities across the University receive quality induction and training, and that their interests are protected.
- Coordinate the work of students and staff in identifying innovative good practice relating to peer support activities and seek to replicate this within other Schools/Colleges.
- Ensure all Peer Learning and Support Schemes complete semester reporting activities and surveys in a timely manner.
- Follow in-house recording procedures and ensure all records are appropriately maintained.

- Ensure GDPR guidelines are upheld by the team and all peer learning and support schemes.

Continuous Improvement

- Ensure the team are keeping data and reports up to date and sharing these with the wider Student Opportunities team and colleagues within the association where appropriate.
- Overseeing the Student Experience Action Plan objectives and reporting requirements to the University, and ensuring a proactive approach to meeting these.

Additional Departmental Support

- As lead of the Peer Learning and Support team, you will participate and oversee the teams contribution in relevant departmental, Association-wide and University meetings and events.
- Participate in relevant training and presentations to provide information about the project, in agreement with the Student Opportunities Manager.

Key Relationships

- Student Opportunities Manager
- Peer Learning & Support team
- Student Opportunities team
- Sabbatical Team and other elected representatives
- External stakeholders, including University academic, administrative and support staff.
- The Student Experience Action Plan team

OTHER:

- The Student Association's overall ambition is that *'By 2025, we will be a high performing students' union, valued by our members, delivering outstanding support and services for a vibrant, well-rounded time at university'*   Our staff are essential to fulfilling this ambition.
- A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities.
- A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners.
- Ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
- Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures.
- A commitment to training and development of self and others.
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

PERSON SPECIFICATION

Job title:	Peer Learning & Support Lead Coordinator

Person Summary

The Peer Learning and Support Lead Coordinator will be a confident trainer with excellent communication and interpersonal, project management and IT skills. The post holder will have a proven track record of providing line management and support to others.

A customer focused individual with a consistently professional approach to their duties and keen attention to detail. A person with high expectations of themselves and others, with a passion for detail, who takes pride in their work and that of their team.

Required Experience	Essential	Desirable
Experience of supporting service users/students to be self-reliant learners	X	
Experience of project design, management and coordination	X	
Experience of delivering training and developing training materials and resources	X	
Experience of recruitment and line management /supervision of staff or volunteers	X	
Experience of forming strong and lasting relationships with customers and stakeholders across different levels of the organisation	X	
Experience of working in a university setting		X
Experience of designing and delivering events		X
Experience of producing publicity and information materials, including online resources		X
Experience of providing advice and guidance to colleagues	X	
Experience of undertaking consultation and fact-finding activities	X	
Experience as a line manager		X
Functional Skills and Proficiency	**Essential**	**Desirable**
Confident and adaptable training delivery skills	X	
Awareness of pastoral and wellbeing issues	X	
Proven ability to successfully communicate across a variety of audiences, including delivery of presentations and written reports	X	
Strong organisational and administrative skills with the ability to work independently and prioritise appropriately	X	
Demonstrable ability to deal with sensitive information in an impartial, non-judgmental, professional and confidential manner.	X	
Proven experience of using own initiative for problem solving in a professional context	X	

	Essential	Desirable
An understanding of the diverse profile of University of Edinburgh students, and the issues they face		X
An understanding of the importance of quality assurance and evaluation in project management.	X	
Excellent IT skills, including proficiency in the use of Microsoft Office, internet and social media channels	X	
Working knowledge of information-gathering tools such as online surveys		X
A basic knowledge of the Higher Education system and current academic and welfare issues	X	
Training and Qualifications	**Essential**	**Desirable**
Educated to undergraduate degree level	X	
Qualification in Educator or related field		X
Shared Values		

Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.

- Students first
- Home from Home
- A place for all
- Power to change