

CANDIDATE PACK

Group Mentoring Officer (Mentees)

Alumni Relations Office, Business Engagement
Directorate

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Group Mentoring Officer (Mentees)

Reports to: Senior Mentoring Officer (Group Mentoring)

Department: Alumni Relations Office, Business Engagement Directorate

Grade: NG4

ROLE PURPOSE

The post holder will support the delivery of Group Mentoring, as part of the University's 'Future Ready Mentoring' provision.

Future Ready Mentoring offers students and recent graduates the chance to learn from a professional mentor during their studies and as they begin their professional journey. Future Ready Mentoring offers three different types of career mentoring options to students and recent graduates to support their employability and career prospects, including the award-winning Career Mentoring Programme, Ask a Mentor service and course-embedded Group Mentoring.

The Group Mentoring Officer (Mentees) will join a team to support the implementation and delivery of Group Mentoring. Group Mentoring refers to course-embedded, industry-specific and introduction to mentoring sessions for groups of students and recent graduates from across the University.

PRINCIPAL ACCOUNTABILITIES

1. Coordinate logistics for the successful delivery of a range of online and in-person events and training which are essential for the smooth running of Group Mentoring.
2. Work with the Senior Mentoring Officer and academic colleagues involved to support with the preparation, delivery and review of material related to students or graduates participating in group mentoring, including briefing documents, training materials and sessions, feedback forms, promotional quotes and images/videos.
3. Work with the Senior Mentoring Officer and academics to identify suitable subject areas to deliver a series of one-off sessions for Group Mentoring, focusing on areas where students require the greatest support to achieve good graduate outcomes.
4. Support the design and coordination of the evaluation process for student mentees, ensuring that the maximum number of students complete the evaluation process before and after their mentoring experience.
5. Respond to enquiries from all stakeholders in a timely and effective manner, either personally or by directing the matter to the appropriate individual.



6. Promote the regular exchange of accurate group mentoring data between academic colleagues and Development & Alumni Relation teams, and ensure the information provided is compatible with the needs of the central alumni database.
7. Maintain effective and efficient reporting of key information to monitor the scale and impact of group mentoring engagement activity.
8. Support with the production of impact / evaluation and thank you reports for key stakeholders involved with group mentoring, supporting wider team stewardship initiatives.
9. Work across the Mentoring team to involve mentors who take part in Group Mentoring with other branches of Future Ready Mentoring activity, where appropriate.
10. To carry out other duties, including to support wider Future Ready Mentoring and Alumni Relations activities, appropriate to the grade, as required by the line manager.

CONTEXT

The Group Mentoring Officer (Mentees) is based within the Mentoring Team which sits in the Alumni Relations Office whose primary purpose is “to inspire and engage the University of Westminster’s vibrant, global community of alumni and supporters to build lifelong and mutually beneficial relationships with the institution”.

The Group Mentoring Officer (Mentees) supports the Group Mentoring branch of the University’s Future Ready Mentoring provision. The team is based within the Alumni Relations Office which is a key component of the University of Westminster’s Business Engagement Directorate. Alongside the Alumni Relations Team, the Business Engagement Directorate includes the Student Enterprise Centre, Short Courses and Apprenticeships teams. The Business Engagement Directorate is tasked with embedding business engagement across the university’s operations, in the lead up to the opening of a new inclusive centre for enterprise and innovation at 29 Marylebone Road that will be highly visible “front door” for businesses to access services, training and student talent available through the University.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

DIMENSIONS

Joining a growing team, the post holder provides support to the Group Mentoring branch of the highly successful Future Ready Mentoring programmes and will have specific responsibility for the delivery of the day-to-day activities and communications for this area.

The post holder will be accountable to the line manager on a daily basis.



The post-holder will be based at the University's Wells Street site but will be expected to support events and deliver activity at other sites when necessary, which may include some unsocial working hours.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Degree educated or equivalent practical experience

Desirable

- Mentoring or Coaching qualification
- Membership of a relevant professional body (e.g. CASE, AGCAS) or equivalent demonstrable level of experience and knowledge.

TRAINING AND EXPERIENCE

Essential

- Experience of working in a student support department, membership organisation or related service
- Knowledge and understanding of mentoring, and its potential impact on career development
- Experience of public speaking within an educational or other relevant setting and of delivering training sessions
- Experience of building successful working relationships with colleagues in a large, complex organisation
- Experience of working with academics
- Experience of organising events
- Working knowledge of economic/social context and related challenges within the Higher Education sector
- Experience of handling confidential data with tact and discretion, with good practical knowledge of the Data Protection Act

Desirable

- Experience of supporting a mentoring programme/ work-based learning project or experience of working within a higher/further education sector, with careers colleagues and/or enterprise education/ student services roles
- Participation in a mentoring scheme either as a mentee or mentor
- Experience of working in or with an Alumni Relations team or with volunteers



APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Ability to understand customer needs and assess the potential impact on the student and volunteer experience when making decisions
- Able to demonstrate excellent oral and written communication skills
- Ability to use tact and discretion when working with sensitive and personal issues and information
- Excellent at paying attention to detail, organising and prioritising work and working accurately under pressure.
- Ability to work well under pressure and to meet targets
- Support the production of management information in the form of progress and impact reports for a range of audiences.
- MS Office proficiency and experience with Excel spreadsheets
- Excellent interpersonal, networking and communication skills with proven experience in establishing good working relationships with colleagues, students, external agencies and stakeholders
- Must enjoy working as part of a busy team and be comfortable working without constant supervision.
- Must be flexible to adapting to an ever- changing environment.
- Have a high level of commitment and resilience with a pro-active approach to problem solving
- Self-motivated, enthusiastic and flexible; able to work on own initiative
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 23 October 2024

Interviews will take place on 31 October 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

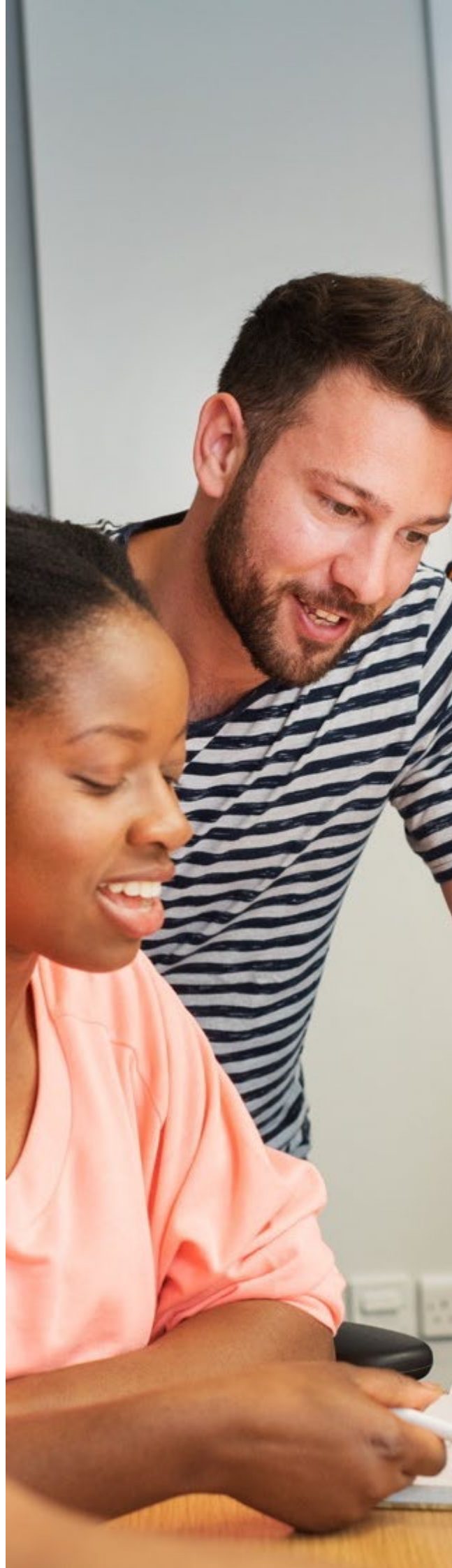
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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