

Specialist Mentor

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,
Norwich University of the Arts*

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Are you a qualified and registered counsellor, psychotherapist or currently working as a Specialist Mentor? Are you looking for a new challenge or to utilise your skills in a different way? Norwich University of the Arts has an exciting opportunity to appoint a term time only Specialist Mentor.

Qualification and registration are required for this post to meet Disabled Students Allowance (DSA) criteria. Please see the essential criteria section of the job specification for more information. We regret that we will not be able to accept any applications that do not meet this criteria. You may apply for Specialist Mentor if you do not have the autism qualifications as stipulated, but must be prepared to undertake necessary training.

The student support team provides information, advice, guidance and interventions to students on mental health, wellbeing, dyslexia and disability, money and funding, and accommodation. Norwich University of the Arts students are mainly young undergraduates aged 18-23, with over 30% disclosing a specific learning difference or other physical or mental health disability.

This role will be supporting students with learning difficulties/ mental health conditions in receipt of Disabled Students Allowance (DSA) to make the most of their university experience and prepare for life beyond. The work will be delivered through one-to-one interventions and occasional support for group activity. As a mentor you will support students to overcome barriers to their learning and to build strategies that support their needs. You will have the freedom to adapt your sessions to the needs of students putting them at the centre of what you do. Offering a confidential service, working to effective personal and organisational boundaries will be important.

The post will require the successful candidate to build a good working knowledge of the university systems and courses to provide a holistic service within the university context. The successful candidate will have excellent interpersonal and communication skills with experience of delivering a person centred, needs led approach. You will have substantial experience of working on a one-to-one therapeutic basis and thinking creatively to identify strategies and support students the majority of whom will be 18 -24 years old.

The post requires a flexible approach, and the working pattern may vary slightly in response to changes in demand throughout the academic year. You will be highly organised and able to plan and prioritise work effectively, maintaining accurate records.

The post holder will be expected to start in September 2025.



Specialist Mentor

29.6 Hours per week for 36 weeks per year Part-time, Term-time only.

Salary:
£24,854 - £29,509 pro rata from a full-time salary of £38,249 - £45,413 per annum

Closing date for applications:
9th June 2025 9am

Interview date:
20th June 2025





Job Description

Specialist Mentor

Reporting to: Mental Health and Safeguarding Manager

Job Purpose

To provide one to one practical and emotional support to undergraduates and postgraduates with mental health difficulties, and/or with autism, in order to help them access their course, succeed in their studies and engage as fully as possible with student life. These students are in receipt of Disabled Students' Allowances and a mentor has been recommended specifically to assist with mental health difficulties and/or autism.

Norwich University of the Arts is a registered Non-Medical Help Provider with the Department for Education and complies with the DfE Quality Assurance Framework.

Relevant professional memberships and qualifications for mental health and/or autism mentoring are required for this post.

Full information can be found in the Department of Education's Quality Assurance Framework for the provisions of Non-Medical Help, pages 9 to 14 https://www.practitioners.slco.co.uk/media/1762/ssin-0919-dsa-mandatory_qualifications_and_professional_body_membership_requirements.pdf



Duties and Responsibilities

Develop professional and supportive working relationships with individual students with significant mental health conditions, and/or autism.	Ensure confidentiality of students' personal information in accordance with the General Data Protection Regulations.
Provide regular one-to-one sessions to students, offering support which helps students address the barriers to their learning through the development of appropriate strategies.	Participate in any training deemed necessary for the post.
Assist students with independent learning by assisting with the development of academic skills, e.g. time management, coping with stress or anxiety, improving concentration, creating work-life balance, collaborating with peers, and supporting their understanding of course requirements.	Participate and engage in Peer Supervision sessions which take place on a regular basis.
Assist students with the prioritisation of their academic workload especially at assessment submission dates.	Attend regular one to one supervision with line manager.
Work with the student to monitor the effectiveness of strategies and adapt the approach accordingly.	Contribute expertise to University-wide initiatives such as policy development and staff training.
Plan sessional work and identify goals with individual students and review these regularly, keeping suitable records to meet requirements for Disabled Students' Allowance funding.	As directed by the Mental Health and Safeguarding Manager, carry out brief interventions with students without a DSA award of mentor support, to help stabilise their mental health while supporting them to access suitable healthcare and undertaking safety planning.
Respond to complex or emerging issues by focusing on early intervention to minimise crisis, in consultation with the Mental Health and Safeguarding Manager and as appropriate Course Leader/ tutor.	Undertake any other duties as may be assigned from time to time for the Mental Health and Safeguarding Manager.
Working practices to comply with the requirements of the DfE Quality Assurance Framework, including appointment-booking and record-keeping requirements.	

Person Specification

Essential

- Relevant professional membership and qualifications for mental health and autism (or willing to undertake autism training) mentoring. Full information can be found in the Department of Education's Quality Assurance Framework for the provisions of Non-Medical Help, pages 9 to 12 https://www.practitioners.slsc.co.uk/media/1782/ssin-2319-dsa-mandatory_qualifications_and_professional_body_membership_requirements.pdf If you do not meet this requirement, we cannot accept your application.
- Extensive experience of working with young adults with mental health difficulties and autism in either paid or voluntary capacity
- An understanding of the student experience in Higher Education
- Commitment to ethical frameworks and professional boundaries
- Respect and maintain a high level of confidentiality, at all times
- Excellent time management and the ability to organise own work, prioritise workload and use own initiative
- Excellent interpersonal skill and an empathic and enabling approach to working with students
- Experience of working in a team environment
- Good administrative skills, including computer literacy and record keeping

Desirable

- Experience of delivering group workshops



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis from September 2025

Hours of Work

The standard hours of work are not less than 29.6 hours per week for 36 weeks per year.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 7, which is from £24,854 - £29,509 pro rata from a full-time salary of £38,249 - £45,413 per annum

Annual Leave

This is a term time only position and you will receive paid holiday as part of your annual salary pro-rata to 26 days holiday plus 8 statutory days and up to 4 concessionary days leave per year when the University is closed (pro rata).

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 24.4%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

DBS Applications

Individuals applying for this role will be required to complete an on-line DBS check and to provide the requested original documentation for checking and photocopying as part of the application process. All costs for a disclosure and barring check will be met by the University. Failure of the individual to provide information that is directly relevant to any DBS check could lead to the withdrawal of an offer of employment.

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



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Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit your completed application form to jobs@norwichuni.ac.uk quoting reference A1131 in the subject line.

Please note that we can only accept application forms in either PDF or DOC format.

The closing date for this vacancy is:
9th June 2025 9am

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:
20th June 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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