



Minerva Virtual Academy

Job Title: Student Mentor

Location: Remote

Line Manager: Head of Department

Team: Faculty

Summary:

Minerva Virtual Academy (MVA) is the UK's fastest-growing online school, providing flexible, high-quality education to students aged 11–18 across the UK and internationally. Recognised by OFSTED and trusted by families, schools, and local authorities, we are leading the way in innovative, personalised online learning.

Our Mentors are central to this mission — they are the first point of contact for our students, providing the guidance, support, and encouragement that ensures every learner can thrive.

This role blends pastoral care with practical problem-solving, offering one-to-one support to help students overcome barriers to online learning, maintain excellent attendance, and stay engaged. You'll work closely with students, parents, teachers, and external agencies to ensure the right support is in place, always upholding our safeguarding commitments. It's a highly relational role, ideal for someone who is proactive, empathetic, and motivated by seeing young people succeed in a flexible learning environment.

Key Responsibilities

- To support students in their learning, and encourage positive attitudes and engagement through the MVA values.
- To communicate with members of staff in relation to student learning, safeguarding and wellbeing.
- To have an overview of mentees attendance and punctuality, liaising with Heads of Year, the SEND Team and external agencies, and Deputy Head Pastoral.
- To implement strategies to improve student attendance and engagement, including meeting with parents, promoting and rewarding individuals small steps towards their personal goals.
- To monitor students' online learning and welfare by creating and maintaining records and making referrals for additional support where appropriate.
- To be the first point of contact for students and their families, providing appropriate information as required to relevant staff, students and parents.

- To know each individual students' barriers, changing circumstances and act as a champion for them, supporting their needs and ensuring staff are aware of how to best support them.

Key Tasks

- To develop positive, trusting and supportive relationships with students to enable you to understand their educational and pastoral needs.
- To engage in joint goal setting with the individual student.
- To identify potential barriers to learning and jointly engage in strategies to overcome these.
- To explore and resolve issues of behaviour, safety, wellbeing and attendance.
- To liaise and communicate with students, staff, parents and external agencies.
- To monitor student learning and engagement using our learning platform.
- To be a point of contact for parents in relation to concerns regarding barriers to learning, behaviour, safeguarding and welfare.
- To prepare reports on students to feedback to parents on a range of aspects of student learning, including attendance, engagement in live lessons and independent learning, and progress towards agreed goals.
- To review the implementation of support strategies and feedback to Heads of Year, SEND Team.
- To support and promote student participation and active involvement in school life and wider curricular activities.
- To use the school Management Information System to award commendations for positive behaviour and ensure positive messages are shared with parents.

Please note that this list is not exhaustive and subject teachers may from time to time be asked to complete other reasonable duties.