

Job Profile

Job Description

Job Details	
Job Title:	Senior Ambassador (Band B)
Department:	Marketing and Communications - UKSR
Reports to:	Shemari Lewis
Grade:	Student Ambassador Band B Spine Point 10 - £12.48 per hour plus holiday pay
Appointment period:	Fixed-term until the October after graduation
Hours:	Due to the flexible nature of this role, there are no fixed hours and work opportunities are advertised on an ad-hoc basis as and when they are available. Ambassadors are then able choose whether to apply. Some projects offer consistent hours over a number of days while other projects are one-off activities.
Current Location:	Queen Mary University of London campuses

Job Context

The University has ambitious aims to be the most inclusive and diverse Russell Group University and ensure that anyone who can flourish at Queen Mary can join us, irrespective of their background.

Band B Ambassadors are part of the Student Recruitment and Widening Participation team and support our work locally, regionally and nationally with schools and colleges, as well as directly with prospective applicants and their supporters, to provide information, advice and guidance about higher education and specifically Queen Mary University of London.

Our activities are designed to support the growth of suitably qualified applications to the University from prospective applicants, which include young people from the age of 16 to mature students and graduates, interested in both undergraduate and postgraduate study. We also deliver targeted activities to students aged 10-18 years, from under-represented backgrounds to promote fair access to higher education and them in making realistic and help them in making well-informed decisions about their future, challenging preconceptions and helping them to develop the skills and knowledge to be successful.

Work opportunities will be available throughout the year both within and outside of term-time and can take place on weekdays, evenings or weekends. The scheme will allow students to develop key skills and competencies for future employment, subject to certain criteria, participation in the scheme will be recognised on student's Higher Education Achievement Report (HEAR digital transcript). Continued professional development will be provided throughout the year for ambassadors to attend and further develop key skills and knowledge, as well as supporting your personal development.

The nature of this role will mean the post holder may be required to work evenings and weekends as well as travel on a national basis, as such a flexible approach to working during unsociable hours is needed. As this post involves working with young people, the post-holder must be willing to complete a Disclosure and Barring Service (DBS) check in order to comply with Queen Mary's Safeguarding Policy.

Job Purpose

Band B ambassadors work on a range of duties, assisting Queen Mary Staff with the planning and delivery of Student Recruitment and Widening Participation activities in a variety of settings, including on-campus, in schools and colleges or community setting or in an online setting as appropriate.

Band B ambassadors will have excellent knowledge of higher education, strong public speaking skills and a high level of professionalism. They will facilitate and deliver pre-written activities designed to support and inspire prospective students in assessing the options open to them, including application to higher education, the range of courses and study opportunities available in HE and issues surrounding student life. Through their work, Band B Ambassadors support in raising the aspiration and provide inspiration to prospective students and their supporters.

Within these settings, Band B Ambassadors have a higher level of responsibility and will receive additional training to support them to undertake a range of duties including, but not limited to:

- Delivering pre-written presentations and workshops to school or college students (and on occasion, parents and carers) to inspire learners
- Supporting University staff in the organisation and delivery of events
- Assisting with the evaluation of activities
- Acting as a conduit between the broader Student Ambassador workforce and Student Recruitment and Widening Participation Team.

Main Duties & Responsibilities

The main duties and responsibilities will vary dependent on the nature of the role and the specific needs of the recruiting department.

- Represent the University in an enthusiastic, competent and professional manner in all dealings with beneficiaries and customers.
- Act as a positive role model, proactively engaging with prospective applicants and supporting them on a range of activities.
- Be a committed and reliable team member, acting responsibly and appropriately when in the presence of beneficiaries and customers.
- Delivering a range of pre-written talks, presentations and workshops on campus or in schools and colleges.
- To work co-operatively with university, school or college staff to ensure the smooth and effective delivery of workshops and presentations.
- To collect and return requested information such as attendance registers and student data to the department and provide feedback to the event co-ordinator following the activity.
- To communicate regularly with the department, especially in relation to circumstances that may affect the successful delivery of a workshop or presentation.
- Supporting Queen Mary Staff in the organisation and delivery of events: including supervising supporting ambassadors, providing briefings to ambassadors, facilitating engagement between staff, visitors and ambassadors.
- To champion effective practice in relation to Data Compliance (GDPR), safeguarding and the monitoring/evaluation of activities. Assisting Queen Mary staff by investigating the effectiveness of our activities and the ambassador scheme by chairing, note taking and report writing for focus groups and other research methods.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications	Current enrolled on a UG/PG programme at Queen Mary	E	A
Experience	A minimum of one year's experience working as a Queen Mary Student Ambassador	E	A
	Experience of working with young people	D	A, I
	Experience of giving presentations or public speaking to a range of audiences	D	A, I
	Experience of working in a customer facing role	D	A, I
	Experience of speaking to a variety of audiences (including group sizes of at least 20 participants)	E	A, I
	Experience of instructing, teaching or tutoring others, ideally in an education setting	E	E, I
	Experience of leading or supervising others	D	A, I
Knowledge, Skills and Abilities	A minimum of one year's experience working as a Queen Mary Student Ambassador	E	A
	Knowledge of Queen Mary	E	A
	Knowledge of the education system within the UK and within Queen Mary	E	A, I
	Knowledge of the higher education sector, the UCAS process and financial support available to students	E	A, I
	Understanding of potential barriers faced by young people from groups underrepresented in higher education	E	A, QM
	Knowledge and understanding of Safeguarding, especially when working with children and vulnerable groups	E	A, I
	Knowledge of opportunities and services available at Queen Mary University of London, such as Careers & Enterprise, Advice & Counselling, Students' Union Societies and Sports Teams etc.	E	A, I
	Strong organisational skills and ability to follow instructions	E	A, I
	Excellent communication and presentation skills	E	A, I
	Ability to communicate effectively and tactfully with varied audiences, such as students of different ages, parents and carers, teachers etc.	E	OM
	Good listening skills with excellent attention to detail	E	A, I
	Excellent team working skills and ability to use initiative and have a creative approach to problem-solving	E	A, I
	Enthusiastic about academic study and university life at Queen Mary to inspire and engage potential students of all ages	E	A, I

	Requirements	Essential / Desirable	How Assessed
	Ability to always act responsibly and maturely with a high level of professionalism	E	A, I
	Ability to deal with potential conflict situations sensibly and with discretion and sensitivity, and having a friendly and empathetic approach to people	E	A, I
	Proactive 'can do' attitude and willingness to develop self and area of work	E	A, I
	Excellent knowledge of MS Office Packages	E	A
	Awareness of Safeguarding Issues and procedures	E	A, I
Other	The nature of this role will mean the post holder may be required to work evenings and weekends as well as travel on a national basis, as such a flexible approach to working during unsociable hours is needed	E	A
	This post involves working with young people, the post holder must be willing to complete a Disclosure and Barring Service (DBS) check in order to comply with Queen Mary's Safeguarding Policy.	E	A

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (Presentation or inbox exercise)