

# Job Profile

## Job Description

### Job Details

<b>Job Title:</b>	Student Ambassador
<b>Department:</b>	Marketing and Communications
<b>Reports to:</b>	Shemari Lewis
<b>Grade:</b>	Student Ambassador Band A Spine Point 4 - £11.28 per hour plus holiday pay
<b>Appointment period:</b>	Fixed-term until the October in the year of graduation
<b>Hours:</b>	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 and ambassadors then choose whether to apply. Some projects offer consistent hours over a number of days while other projects are one-off activities.  While this role is flexible, we expect ambassadors in this role to work a minimum of 30 hours per 12 month period.
<b>Current Location:</b>	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 is able to flourish at Queen Mary can join us, irrespective of their background.

Band A Student Ambassadors are employed to work on a range of duties to support our recruitment, outreach and widening participation activity locally, regionally and nationally. Band A Student Ambassadors will support and facilitate the delivery of activities and events designed to provide information, advice and guidance about higher education and specifically Queen Mary, University of London. Our activities take place in a variety of settings, including on-campus and in schools and colleges; and also with potential applicants to Queen Mary throughout the year.

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 students aged 10-18 years from under-represented backgrounds to promote fair access to higher education and them in making realistic, 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

All Student Ambassadors must be enthusiastic about the benefits of Higher Education and be willing to share their experience of Queen Mary with others.

The primary responsibility of student ambassadors employed under Band A contracts is to provide an informative experience for prospective applicants, their supporters and other stakeholders by acting as a positive role model for Queen Mary and Higher Education in general.

Band A ambassadors are required to talk to, and inspire, potential students, their parents/carers and teachers. They support activities to help encourage and motivate individuals to consider their future options, including application to higher education, the range of courses and study opportunities available in HE and queries surrounding student life. Band A Ambassadors provide support and help facilitate a wide range of events and activities, on-campus, off-campus and virtually, including:

- Assisting with Undergraduate Open and Postgraduate Days
- Assisting with Queen Mary Offer Holder Days
- Assisting with campus visits
- Helping to manage stands at HE and UCAS fairs
- Assisting with the delivery of activities off-campus and online
- Delivering Campus Tours
- Supporting general office administration

There will also be opportunities to work with other departments across the institution on other events. Examples include:

- Graduations
- Welcome Week and International Students Arrivals
- Festival of Communities
- Public Lectures
- Internal Conferences

### 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 a competent and professional manner in all dealings with beneficiaries and customers.
- 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.
- Assist in the delivery of school visits on and off campus including sharing first-hand experience of university life by supporting the delivery of talks, presentations by answering questions directly from prospective applicants and their stakeholders.
- Assist with the running of events as aforementioned, where tasks may include, but are not limited to, event set-up, pack down, registration, stewarding and running workshops.
- Promote the University at key events including at Higher Education and/or UCAS fairs by delivering advice and guidance to prospective applicants and their stakeholders, talks and other relevant activities
- Deliver tours of the University's campuses by showing groups of people around the campus
- Be committed to long term projects and activities where regular contact hours with students is required and maintaining those relationships until the end of a project cycle.
- Develop recruitment-related publicity and marketing information e.g. blogs, social media posts etc.
- Develop and maintain a good understanding of Queen Mary's academic schools and courses currently offered and the University's facilities and services.
- Monitor and respond to prospective students on web and social media platforms and assist in the delivery of online events such as virtual open days and webinars.
- Contact teachers, advisers and prospective students via telephone or email.
- Assist with administrative tasks including managing stock inventory, direct mail, data entry etc.
- Attend training sessions associated with the post.

**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.**

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**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
<b>Qualifications</b>	Current QMUL student	E	A
<b>Experience</b>	Experience of, or a thorough understanding of, the UK education system	E	A
	Experience of working with young people	D	A
	Experience of giving presentations or public speaking to a range of audiences	D	A
	Experience of working in a customer facing role	D	A
<b>Knowledge, Skills and Abilities</b>	Knowledge of the UCAS application process	E	A
	Knowledge of opportunities and services available at Queen Mary University of London, such as Careers & Enterprise, Advice & Counselling, Students' Union Societies & Sports Teams etc	E	I, OM
	Understanding of potential barriers faced by young people from groups under-represented in higher education	E	I, OM
	Excellent interpersonal and communication skills (verbal and written)	E	I, OM
	Ability to communicate effectively with varied audiences, such as students of different ages, parents and carers, teachers etc.	E	OM
	Ability to work effectively independently and as part of a team	E	OM
	Proactive 'can do' attitude and willingness to develop self and area of work	E	A
	Ability to use initiative and have a creative approach to problem solving	E	OM
	Ability to deal with potential conflict situations sensibly and with discretion and sensitivity, and having a friendly and empathetic approach to people	D	I
<b>Other</b>	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 (Group Assessment)