

Job Profile

Job Description

Job Details	
Job Title:	Curriculum Ambassador (Band C)
Department:	Marketing and Communications - UKSR
Reports to:	Shemari Lewis, Student Ambassador and Events Coordinator
Grade:	Student Ambassador C Spine Point 19 - £17.22 per hour plus holiday pay
Appointment period:	Fixed-term until the 31 October in the year of graduation (with the possibility of further extension, annually)
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 and ambassadors then 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 is able to flourish at Queen Mary can join us, irrespective of their background.

Band C Ambassadors are postgraduate students who are part of the Student Recruitment and Widening Participation team and support our work locally, regionally and nationally with schools and colleges, representing their subject area. Band C Ambassadors will work directly with prospective applicants and their supporters, delivering academic content and providing 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, supporting 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, and subject to certain criteria, participation in the scheme may also 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

The main aim of a Band C ambassadors is to represent their subject area through designing and delivering academic content to support 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.

The role will deliver subject-specific workshops/taster sessions, usually in a seminar or lecture style format. Ambassadors will be required to work closely with relevant academic staff and professional service staff to understand content requirements and develop subject-specific activities, at an appropriate level that can be adapted to suit different audiences. Band C Ambassadors will deliver their sessions as part of the Student Recruitment and Widening Participation activity, usually to FE or secondary school aged students although it could also include delivery to primary or community audiences.

Band C Ambassadors can be supported by undergraduate student ambassadors and as such the post holder will be expected to provide adequate supervision and instruction to any ambassadors who may be used to support them in the delivery of activities.

Band C ambassadors will have excellent knowledge of higher education, strong public speaking skills and a high level of professionalism. The post holder should have a good understanding of a Student Recruitment and Widening Participation agenda when preparing and delivering subject sessions, as well as an awareness of providing inclusivity for all learners within a session and of barriers faced by students, especially those from under-represented backgrounds.

Within these settings, Band C 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:

- Devising and delivering subject focussed activities for school or college students
- Supporting University staff in the organisation and delivery of events
- Providing adequate supervision and instruction to supporting ambassadors

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.
- Deliver subject-specific sessions both on and off-campus to schools, colleges and community groups, which align with the national curriculum and are relevant to the age, level and qualification of the students.
- To create, develop and prepare subject-specific teaching material and presentations for schools, colleges and community groups (all content must be approved by the employing department prior to use).
- To assist and work co-operatively with colleagues with the delivery of subject-based teaching activities.
- To liaise with academic staff and/or the Subject Specialist to develop teaching activities.
- To coordinate and deliver whole day events, supporting with room bookings, catering, AV support and event logistics as well as one-off teaching sessions.
- To gather programme and session evaluation, as required, including attendance data.
- 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 adhere to Data Compliance (GDPR), safeguarding and the monitoring/evaluation of activities.

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	A good honours degree, or equivalent, in a relevant discipline	E	A
	Enrolled on a postgraduate programme at Queen Mary University of London	E	A
Experience	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	A, I
	Experience of working with young people or in the community	D	A, I
	Current or previous teaching experience	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 leading or supervising others	D	A, I
Knowledge, Skills and Abilities	Excellent knowledge of Queen Mary	E	A
	Advanced knowledge of your subject area	E	A, I
	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 and awareness of widening participation and potential barriers faced by young people from groups underrepresented in higher education	E	A, OM
	Ability to manage a classroom situation/environment	D	A, I
	Excellent team working skills and ability to use initiative and have a creative approach to problem-solving	E	A, I
	Ability to act responsibly and maturely with a high level of professionalism at all times	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
	Strong organisational skills and ability to follow instructions	E	A, I

	Requirements	Essential / Desirable	How Assessed
	Ability to communicate with clarity and tactfully with varied audiences, such as students of different ages, parents and carers, teachers etc.	E	OM
	Flexible in approach to adapt to the external work environment and short notice changes to scheduling	E	A, I
	Excellent communication and presentation skills	E	A, I
	Ability to relate to college, secondary or primary school students	E	A, I
	Ability to plan activities which are age and level-appropriate	E	A, I, OM
	Ability to deliver sessions and activities to various audiences in a confident manner	E	A, I, OM
	Enthusiastic about academic study and university life at Queen Mary to inspire and engage potential students of all ages	E	A, I
	Excellent knowledge of MS Office Packages	E	A
	Awareness of Safeguarding Issues and procedures, especially when working with children and vulnerable groups.	E	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)