Student Ambassador

**Application Pack 2024**



# Welcome!

Thank you for your interest in becoming a Student Ambassador.

At St Mary's University, two main teams work with Student Ambassadors:

* Student Recruitment (SR)
* Widening Participation & Outreach (WP)

The aim of the SR team is to actively promote St Mary's, including our Undergraduate and Postgraduate programmes. This is done via on and off campus events such as Higher Education fairs at local schools, on campus Open Days and online webinars.

The aim of the WP team is to work closely with local and London-wide schools to promote higher education in general, particularly to young people who are underrepresented in higher education. WP’s targeting criteria includes people from areas of economic and/or social deprivation, from BAME (Black, Asian and Minority Ethnic) groups, students who are care-experienced and other barriers.

As a representative of the university, you will be a positive role model to all types of learners. You’ll be able to effectively engage with these groups to share your own experience of higher education.

We hope you find the information within this Application Pack useful. If you have any questions about the role, please send an email to Lucy Parfitt at [studentambassadors@stmarys.ac.uk](mailto:studentambassadors@stmarys.ac.uk).



# Why become a Student Ambassador?

Becoming a Student Ambassador at university can give you a wealth of opportunity and experience.



* Gain invaluable experience that will improve your CV
* Further develop key skills (e.g. customer service, teamwork, communication, presentation)
* Work with a variety of people
* Build confidence
* Learn more about the wider context of Higher Education
* Flexible working hours
* Meet new people and expand your community at St Mary’s
* The chance to access further training opportunities both internally and externally
* Have fun!

# Student Ambassador Job Description

Job title: Student Ambassador

Vacancy: Casual (Ad-Hoc basis)

Salary: £13.15 p/h (plus holiday pay)

Report to: Student Ambassador Co-ordinator

Closing date: 28/10/2024

**Job Overview:**

A Student Ambassador is a positive role model for the university who is reliable, pro-active, friendly and enthusiastic about studying at St Mary’s University. They must be happy to speak about their experiences to prospective students and visitors to the university. The ambassador role will involve supporting departments at St Mary’s University with on campus and off campus events including campus tours and going out to Higher Education Fairs and Careers Fairs. An ambassador should be familiar with student life at St Mary’s and encourage others to continue onto Higher Education, particularly St Mary’s.

**Main Responsibilities:**

* To represent the University at HE Fairs, Careers Fairs; UCAS Conventions/exhibitions. This involves handing out prospectuses and talking to prospective students.
* To work on pre-application Open Days and post-application Applicant Days as well as visits/interview days: welcoming visitors, giving campus tours, setting and clearing up and assisting with talks given by university staff.
* To work alongside the Student Recruitment department during Clearing and other online/offline events such as Student panels and campus tours.
* To work alongside the Schools and Colleges’ Officer to support with inbound and outbound school/college visits as required: conducting campus tours, question and answer sessions, leading small groups through activity sessions.
* To present various workshops and presentations to schools & colleges, either at their institution, at St Mary’s or via webinar.
* To pre-record short advice videos and content for Student Recruitment and other University departments’ social media platforms and St. Mary’s website.
* Support with Unibuddy – online chat platform for prospective students.
* Supporting University wide activities as and when requested by academic schools and departments, e.g. Moving-In days, international student arrivals.
* Providing support for the ‘Get Set for Success’ induction programme.
* Providing specific office and administrative support to the Schools and Colleges’ Officer. e.g. emailing the School or College you may be currently working with or helping with the recording of data and/or session feedback.
* To undertake any training deemed necessary for the position.

# Job specification

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How identified/assessed |
| **Knowledge and Experience** | | | |
| A current undergraduate/postgraduate student studying at St Mary's. |  |  | (A)Application  (I) Interview |
| Enthusiastic about Higher education |  |  | A/I |
| Knowledge about HE and St Mary's University |  |  | A/I |
| **Skills** | | | |
| Excellent verbal & written communication skills |  |  | A/I |
| Good presentation skills |  |  | A/I |
| Confident leading small groups |  |  | A/I |
| Good problem-solving skills |  |  | A/I |
| Ability to work as part of a team |  |  | A/I |
| Comfortable learning to use webinar technology, Social media platforms and filming short videos |  |  | A/I |
| **Personal attributes/other requirements** | | | |
| Committed to equality, diversity and Inclusion |  |  | A/I |
| Committed, punctual and reliable |  |  | A/I |
| Pro-active and able to use initiative |  |  | A/I |
| Motivated and enthusiastic about university life |  |  | A/I |
| Approachable and friendly |  |  | A/I |
| Work in a timely, organised and effective manner |  |  | A/I |
| Ability to interact with and inspire young people from a wide variety of backgrounds |  |  | A/I |

**Working Hours**

The amount and frequency of work depends on demand and availability. Please be aware that this job requires flexible working hours outside of 0900-1700 both during term time and non-term time.

**General**

All Student Ambassadors are expected to adhere to St Mary's University policies and procedures. Ambassadors will be sent all relevant policies and procedures once they have successfully completed training.

All Student Ambassadors are expected to undertake their work in an inclusive, fair, safe and respectful manner, particular consideration should be given to the University values.

**Please Note**

This job description reflects the core activities of the role and as the University and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognises this and adopt a flexible approach to work and be willing to participate in training.

St Mary’s University reserves the right to change and amend this Job description/Person Specification in accordance with the changing requirements of the organisation.

# Pay and Benefits

**Rate of Pay**

Any paid work as a Student Ambassador at St Mary's University will be in line with the London Living Wage.

Hourly rate: £13.15

**Method of Payment**

All payments at St Mary's are dealt with by our Payroll team. Pay is via a BACs payment and all payslips can be accessed online via the PeopleNet portal.

**Timesheets**

Student Ambassadors are expected to complete and submit their own timesheets on a monthly basis. You will be sent the details to submit your timesheet on the PeopleNet Portal.

**Benefits**

* An opportunity to do a variety of jobs both on and off campus;
* An opportunity to meet people and network with other university departments and partner organisations;
* An opportunity to work flexibly around your studies
* An opportunity to develop employability skills
* Access to training and development
* An employer reference on leaving the scheme
* An opportunity to make a difference!

**Applying**

Online applications open on **23rd September 2024.** To access the application form, please go to the Student Ambassador page on the St. Mary’s website: [www.stmarys.ac.uk](http://www.stmarys.ac.uk/) and search ‘Student Ambassadors’.

If you experience any difficulties completing or submitting your application form or have any queries please contact us via email at [studentambassadors@stmarys.ac.uk](mailto:studentambassadors@stmarys.ac.uk).

**Please note that applicants must hold the right to work in the UK.**

# Interviewing and selection information

**Shortlisting Procedure**

Shortlisting of online applications will begin prior to the application deadline. Selection for interview and for the role will be based upon suitability to the Person Specification and answers to the application questions.

We will invite all shortlisted applicants to a group interview. This will take place online via Zoom.

**Interview Date: 7th – 13th November 2024.** If you are short-listed you will be sent an online booking form to schedule in the day and time that you are available to attend an interview. You will only be required to attend on **one** of these days and the interview will last for approximately 1 hour

Interview candidateswill be notified of the outcome by email.

## **Training**

It is compulsory for all successful applicants to attend student ambassador training.

Training is paid and will take place in-person at Strawberry Hill Campus all day on **Saturday 23rd November 2024.** You will also be required to attend half day Campus Tour and HE Fair Training on **one** of the following days:

**Wednesday 20th November, 1-4pm or Friday 22nd November, 10-1pm.**

You will also be asked to complete additional online training in your own time.

**ALL TRAINING WILL NEED TO BE COMPLETED BEFORE YOU CAN COMMENCE WORK AS A STUDENT AMBASSADOR.**

Training topics will include:

* Introduction to the Student Ambassador scheme
* Student Ambassador roles and responsibilities
* Employability
* Schools and Colleges’ work
* Student Recruitment
* Equality, Diversity and Inclusion
* Online Timesheets
* Safeguarding
* Campus tour training
* Health and Safety
* Online Timesheet process
* Applying for jobs on the HEAT ambassador portal
* Ambassador policies and procedures

*All Student Ambassadors are required to successfully complete the University’s Online Equality, Diversity and Inclusion Training before commencing work in the role*.

# Student Ambassador Contract

It is expected that a Student Ambassador will be able to commit to:

* The scheme for the entire year;
* Actively work in the role term time and non-term time when required and available (a minimum of 2 jobs per Semester);
* Attending compulsory student ambassador training;
* Participation in St.Mary’s employability initiatives related to the SA role.

As a minimum Student Ambassadors will be expected to:

* Keep in regular contact with the Student Ambassador Co-ordinator, answering calls and responding to emails in a timely fashion;
* Update the Student Ambassador Co-ordinator with any change of contact details including university address;
* Give at least 48 hours’ notice to cancel a booked job with viable reasons;
* Be responsible for finding out the exact expectations of each job they are required to do;
* Co-operate with the event Lead and follow instructions in a respectful manner;
* Arrive promptly for each job, at least 15 minutes before the start time;
* Complete and Submit timesheets by the deadline on a monthly basis;
* Participate fully in all training activities;
* Be professional at all times and adhere to the student ambassador code of conduct;
* Wear the student ambassador uniform provided;
* Work respectfully and collaboratively with others;
* Demonstrate a commitment to equality, diversity and inclusion.

I understand that if I do not adhere to the required expectations and obligations I will be withdrawn from the Student Ambassador Scheme.

Signed …………………………………………………

Date……………………………………..

Print Name ………………………………………………………

## **Health and Safety**

You are reminded that under the Health and Safety Act 1974, it is the duty of every person to take reasonable care of him/herself and other persons who may be affected by his/her activities at work and also to co-operate fully with the University and others in connection with arrangements to meet their statutory duties and responsibilities under the Act.

# Equality and Diversity Statement

The promotion of equality and diversity is an important part of this mission and we aim to continue our long tradition of widening access to education to all but also to foster respect and mutual tolerance in the wider society.

We are committed to ensuring:

* You are treated fairly and with respect
* All students, staff, applicants to the University are treated with respect and dignity and receive fair and equal treatment in all aspects of their applications, employment or learning;
* Equality of opportunity for all in line with our duties under the law and our belief in the virtue of tolerance and diversity;
* Zero tolerance for any act of unfair discrimination or harassment.

**\*All Student Ambassadors are required to successfully complete the University’s Online Equality, Diversity and Inclusion Training before commencing work in the role.**