

Student Ambassador Application Pack 2025

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.

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: UK Recruitment and Widening Participation Student Ambassador

Vacancy: Casual (Ad-Hoc basis)

Salary: £13.98 inclusive of holiday pay

Report to: Student Recruitment Officer (Student Ambassador)

Closing date: 15/10/2025

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. They will be passionate about raising young people's aspirations surrounding higher education. The ambassador role will involve supporting departments, mainly UK Student Recruitment and Widening Participation, at St Mary's University with on campus and off campus events including campus tours, school visits, Higher Education fairs, and UCAS Fairs. An ambassador should be familiar with student and academic 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 Experience 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 Schools and Colleges Officers and Widening Participation Officers 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 support the Widening Participation team in collaborations with partnerships like Aim Higher and Linking London.
- To actively raise young people's aspirations by being involved in mentoring and tutoring opportunities
- 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 Gecko – 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 and Widening Participation summer school.
- Providing specific office and administrative support to Schools and Colleges Officers and/or Widening Participation Officers. 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.	X		(A)Application (I) Interview
Enthusiastic about Higher education	X		A/I
Previous experience of working with young people		X	A/I
Understanding of Widening Participation		X	A/I
Knowledge about HE and St Mary's University		X	A/I
Skills			
Excellent verbal & written communication skills	X		A/I
Good presentation skills		X	A/I

Confident leading small groups	X		A/I
Good problem-solving skills		X	A/I
Ability to work as part of a team	X		A/I
Comfortable learning to use webinar technology, Social media platforms and filming short videos		X	A/I
Personal attributes/other requirements			
Committed to equality, diversity and Inclusion	X		A/I
Committed, punctual and reliable	X		A/I
Pro-active and able to use initiative	X		A/I
Motivated and enthusiastic about university life	X		A/I
Approachable and friendly	X		A/I
Work in a timely, organised and effective manner	X		A/I
Ability to interact with and inspire young people from a wide variety of backgrounds	X		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

Hourly rate: £13.98 inclusive of holiday pay

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 **15th September 2025**. To access the application form, please go to the Student Ambassador page on the St. Mary's website: 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.

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 short, individual interview, which will be conducted in person on campus.

Interview Dates: 29th October 2025. If you are short-listed you will be sent an invitation to interview. This will be an in person group interview on campus.

Interview candidates will 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 15th November 2025**. You will also be required to attend half day Campus Tour and HE Fair Training on **one** of the following days:

12th November 13:30 to 16:30 OR 14th November 10:00 to 13:00

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 Scheme: Terms of Agreement

This document outlines the expectations and obligations for all students participating in the St Mary's University Student Ambassador Scheme. This agreement is a formal commitment to professional conduct and active participation throughout your time as an ambassador.

Commitment and Participation

As a Student Ambassador, you are expected to commit to the following:

- **Scheme Duration:** Participate actively in the scheme for the full academic year.
- **Availability:** Be available for work during term time and non-term time as needed. You are expected to accept a minimum of two jobs per semester.
- **Mandatory Training:** Attend all compulsory student ambassador training sessions.
- **Professional Development:** Participate in St Mary's employability initiatives relevant to the Student Ambassador role.

Required Standards of Conduct

As a Student Ambassador, you are required to meet the following standards:

- **Communication:** Maintain regular contact with the Student Ambassador Co-ordinator. Respond to emails and phone calls in a timely manner.
- **Information Updates:** Notify the Student Ambassador Co-ordinator of any changes to your contact details, including your university address.
- **Job Management:**
 - Provide a minimum of 48 hours' notice to cancel a booked job, with a valid reason.
 - Take personal responsibility for understanding the specific expectations and requirements of each job you accept.
 - Arrive promptly for each job, at least 15 minutes before the scheduled start time.
- **Professionalism:**
 - Adhere to the Student Ambassador Code of Conduct at all times.
 - Cooperate with the event lead and follow all instructions in a respectful manner.
 - Work collaboratively and respectfully with fellow ambassadors and university staff.
 - Wear the provided Student Ambassador uniform when required.

- o Demonstrate a commitment to equality, diversity, and inclusion in all interactions.
- **Administrative Duties:**
 - o Complete and submit timesheets accurately by the monthly deadline.

Health and Safety

In line with the Health and Safety at Work Act 1974, it is your duty to take reasonable care for your own health and safety, as well as the safety of others who may be affected by your work activities. You are expected to fully cooperate with the university's health and safety policies and procedures.

Equality and Diversity

St Mary's University is committed to promoting equality and diversity. We aim to ensure that all students and staff are treated with dignity and respect. Any form of unfair discrimination or harassment will not be tolerated.

- **Training Requirement:** All Student Ambassadors are required to successfully complete the University's online **Equality, Diversity, and Inclusion Training** before commencing work in the role.

Acknowledgement

I understand that failure to adhere to the expectations and obligations outlined in this agreement may result in my withdrawal from the Student Ambassador Scheme.