Job Profile

Job Description

Job Details

Job Title: Queen Mary Student Ambassador

Department: UK Student Recruitment and Widening Participation

Reports to: Student Ambassador & Events Officer

Grade: £10.93 per hour plus holiday pay

Appointment period: Fixed term until 11 October 2020 (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.

While this role is flexible, we expect a minimum of 30 hours per 12 month period.

Current Location: Queen Mary University of London campuses

Job Context

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

QMUL Student 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 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.

Job Purpose

Queen Mary Student Ambassadors act as champions for and representatives of Queen Mary University of London and Higher Education in general, by acting as positive role models to those thinking of studying at university. Queen Mary Student Ambassadors help support our wide range of events and activities on-campus and off-campus designed to support recruitment and widening participation activity, including but not limited to;

- 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
- Delivering Campus Tours
- Supporting general office administration

In addition to the above, further opportunities may be available depending on your course of study, to support recruitment, widening participation or subject-focused work in educational institutions and on-campus by leading small groups through structured activities.

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
Pay and Benefits

Queen Mary was the first accredited university in the UK in 2006 to pay a real Living Wage, and is a proud founding partner of the Living Wage Foundation. Contracted Queen Mary Student Ambassadors will be paid the London Living Wage rates at £10.93 per hour plus holiday pay.

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 Hear Education Achievement Report (HEAR) digital transcript.

Core training will be provided for Student Ambassadors to be able to carry out their jobs and continued professional development will be available throughout the year for Student Ambassadors to further develop key skills and knowledge, as well as supporting their personal development.

Main Duties & Responsibilities

- Represent the University in a 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 delivering talks, presentations and/or 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.

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.

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