

## Job Description

### Student Ambassador Scheme - Undergraduates

<b>Post Title:</b>	<b>Outreach, Recruitment and Student Experience Ambassador</b>
<b>Rate of Pay:</b>	<b>Band A, B, C or D depending on work and experience.</b>
<b>Employing Department/Division:</b>	<b>Kent Business School</b>
<b>Responsible to:</b>	<b>Outreach Officer or Student Success and Attainment Manager depending on the work activity taken up at that time</b>

### Job Purpose

Outreach, Recruitment and Student Experience Ambassadors work on a range of duties, assisting University of Kent staff with their activities for schools, colleges, community groups and general visitors to the University, as well as activities for existing students throughout the academic year. Outreach and Recruitment ambassadors are expected to help facilitate activities designed to support outreach, recruitment and subject-based activity, usually taking place on the Canterbury or Medway Campus. They are also required to support certain Divisional activities for current Kent Business School students.

All ambassadors must be enthusiastic about the benefits of university life and eager to share their learning and experience with others.

The primary responsibility of Outreach and Recruitment ambassadors on this contract is to provide an informative and valuable experience for visitors to the University, representing HE and the University of Kent in a positive light. They are also responsible for supporting Divisional events aimed at enhancing the student experience.

Outreach, Recruitment and Student Experience Ambassadors are required to talk to, and inspire, potential students or applicants to the University and their parents/carers and teachers. They support activities designed to 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. Outreach, Recruitment and Student Experience Ambassador's will also be asked to support certain Divisional activities such as co-curricular workshops and School led social events.

Outreach, Recruitment and Student Experience Ambassadors must be enthusiastic, mature in their approach and be able to inspire and engage current and potential students of all ages. They must be able to use their initiative when working alone but also thrive in a team environment.

This is a great scheme for you if you:

- Feel positive about Higher Education and want to raise others' awareness.
- Are proud of being at KBS and want to share your enthusiasm with current students and prospective applicants.
- Recognise that people need help and guidance in making important decisions.
- Enjoy working with young people and want to feel involved with your local community.
- Require flexible working hours to fit in with your studies.
- Want to develop your communication and interpersonal skills, enhancing your CV and increasing your employability.

- Want to get paid while you meet new people and make connections.

## Key duties

- Assisting on outreach, recruitment or subject-focused campus visits, including leading campus tours
- Providing information about the University of Kent and higher education more broadly, sharing experiences and answering general queries from students, their families and/or teaching staff
- Leading small groups of students through assigned tasks in a classroom setting (on and off campus)
- Representing the University of Kent and higher education in general in a positive and enthusiastic manner
- Taking part in Q&A sessions for FE, secondary or community groups on campus
- Support the Division with co-curricular workshops and social activities designed at improving the University experience for existing students.

Further information on which roles within Band A and B are available are included in our University of Kent Ambassador Band Structure grid, found at: <http://www.kent.ac.uk/ambassadors/contract-bands.html>.

## Internal & External Relationships

Internal: administrative and support staff both centrally and within divisions, postgraduate and undergraduate ambassadors and the wider student cohort.

External: school and college staff and students, members of the wider community.

## Next steps and expectations

Upon applying through that Student Ambassador application system HEAT you will be invited to attend a face-to-face interview soon after if you have successfully met the criteria. If successful after interviewing you will be invited to complete the following at various stages of the enrolment process:

- Right to Work checks
- Enrolment administration to include contract completion and signatures
- DBS (Disclosure and Barring Service) security checks
- HEAT account set up

Failing to complete the above and any other administrative requests to you within one week of instruction will result in your application being withdrawn.

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out this role. Applications are assessed against each of the criteria either at application or interview stage.

	Essential	Desirable	Assessed via (A/I/T)*
<b>Qualifications</b>			
A first degree completed, or currently being undertaken	x		A
Enrolled on a UG/PG programme at the University of Kent	x		A
<b>Knowledge</b>			

Complete: 215/07/2022

Knowledge of the University of Kent	x		A
Understanding of HE, UCAS admissions procedure and available financial support	x		A/I
Knowledge and understanding of the UK (and Kent) education system	x		A/I
<b>Skills and Qualities</b>			
Flexible – able to adapt to different working environments and roles	x		A/I
Strong organisational skills and the ability to carefully follow instructions	x		A/I
Confidence and sensitivity to interact with a wide range of individuals	x		A/I
Excellent teamwork skills as well as the ability to work on own initiative	x		A/I
Ability to work autonomously in a professional and mature manner	x		A/I
Excellent communication skills with the ability to communicate effectively with various age groups, including primary and secondary students and adult learners	x		A/I
Ability to adapt to the needs of different audiences; from primary and secondary school students to parents/carers, community groups and mature learners	x		A/I
<b>Additional Attributes</b>			
Punctual and reliable	x		A/I
Professional, mature attitude	x		A/I
Highly motivated and enthusiastic about university Life	x		A/I
Responsible	x		A/I
Ability to engage with individuals or groups from a range of socio-economic, ethnic and cultural backgrounds	x		A/I
<b>Experience</b>			
Experience of working with young people and/or adult learners		x	A/I
Experience with working in an educational/support role		x	A/I

\*To be assessed via:

A – application

I – interview

T – test/presentation at interview stage

*Below, the recruiting academic school or department can add additional information and attributes to the Band A benchmark post when advertising specific roles within this Band.*

### Further Particulars for the role of Outreach and Recruitment Ambassador within the division of the Kent Business School

Additional Attributes			
	Essential	Desirable	Assessed Via (A/I/T)

Complete: 215/07/2022


**Health, Safety and Wellbeing Considerations**

This role involves undertaking duties which include the Health, Safety and wellbeing issues outlined below. Please be aware of these, when considering your suitability for the role.

- Occasional manual handling
- Regular and prolonged periods of standing/walking
- Occasional prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun

Employment is subject to successful application, interview, and completion of relevant training. Satisfactory completion of an enhanced DBS check may also be required.