

Job Description

Student Ambassador

Rate of Pay, dependent upon activity undertaken:

Band A and Band B <https://www.kent.ac.uk/ambassadors/band-structure>

Job purpose

Student Ambassadors are recruited to support the University of Kent, part of the London and South East University Group, across a wide range of activities. Their role is particularly valuable in areas where the experience, insight and perspective of current University students enhances the University's engagement with prospective students, applicants and visitors.

Student Ambassadors may support any department or academic school within the University, though most opportunities are offered by the University's Outreach and Recruitment Teams and academic schools. Opportunities are available across both the Canterbury and Medway campuses, as well as in schools, colleges and community settings, primarily across Kent and Medway, and online.

In these settings, Student Ambassadors work with school and FE college students, prospective students, their parents and carers, teachers, members of the public and campus visitors. They help to facilitate events and activities that support learners and prospective learners in exploring their options, including further and higher education and the opportunities available at the University of Kent.

Student Ambassadors are responsible for representing the University of Kent and providing a positive experience to everyone they interact with. They talk to, inspire and share their experiences with prospective students and applicants, as well as their parents, carers and teachers. Ambassadors support activities designed to encourage and motivate individuals to consider their future options, including higher education, the range of courses and study opportunities available, and student life at university. Ambassadors may also work with younger school-aged students on activities designed to raise attainment and promote awareness of higher education and the University of Kent.

Student Ambassadors should be positive, enthusiastic and approachable, with a genuine willingness to share their experiences and knowledge of higher education and the University of Kent with others. Due to the wide range of opportunities available, Ambassadors are expected to be flexible and adaptable, and comfortable working with different groups of people, in different situations and across a variety of locations.

Ambassadors should be willing to undertake work across both the Canterbury and Medway campuses, as well as in schools, colleges and community venues, predominantly across Kent and Medway. There are a wide range of opportunities available, including evening and weekend work and opportunities outside of term time. Ambassadors manage their own availability and can apply for opportunities that fit around their studies and other commitments.

Ambassadors are able to claim for travel time and expenses for work taking place off campus, in line with the Ambassador Commuting Allowance Policy.

Key accountabilities

The following are the main duties for the role. Other duties, commensurate with the rates of pay for this post, may also be assigned from time to time:

- Assisting with school or FE college visits to campus, which include - meeting and greeting visitors, providing tours of the campus, answering queries and supporting lecture/seminar based activities.

- Delivering campus tours to groups of visitors.
- Supporting University Open Days and Offer Holder Days, directing visitors around campus, sharing experiences with potential applicants and/or providing tours of academic school facilities.
- Staffing a stand at HE fairs, information events or parents' evenings in a range of external venues, answering general questions about the University of Kent and applications to higher education.
- Supporting University of Kent staff, PG Ambassadors or Outreach Tutors in their delivery of presentations or workshops, both in the classroom and online.
- Assisting with the University's marketing operations through calling campaigns, video interviews and social media support.
- Working on residential and non-residential summer schools, raising aspirations and looking after the wellbeing of visiting students (additional application/interview required).

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Ambassadors are required to manage their own diary and work commitments alongside their studies and other responsibilities. This includes planning travel to off-campus events, usually relying on public transport.
- Ambassadors will work both independently and as part of a team. At times, they will need to demonstrate autonomy in their work, while at other times they will be required to follow clear instructions and direction.
- Ambassadors will have the opportunity to work across a variety of work locations and with various target groups, so a degree of flexibility and adaptability is required.

Internal & external relationships

- Internal: A range of University staff in directorates and academic schools, postgraduate and undergraduate ambassadors.
- External: school and college staff and students, families, members of the public.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Occasional manual handling
 - *Ambassadors are sometimes asked to transport items across campus and/or to external events, such as a cabin-sized suitcase, a small banner stand etc, and/or support staff with event set-up/pack down*
- Regular and prolonged periods of standing/walking
 - *Ambassadors may be required to do so when working events such as Open Days, signposting visitors around campus*
- Occasional prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun
 - *During campus events such as Open Days, Ambassadors are often located outside for the duration and this may mean prolonged exposure to wind/rain/sun etc*
- Working in isolation
 - *Student Ambassadors may undertake activities considered lone working, on an ad hoc basis. For example, staffing an Information Stand at a school/college. Whilst we try to ensure more*

than one ambassador is working, this is not always possible and even in instances where it is possible, some independent travel outside of core working hours may be necessary.

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Please be aware that your application will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in your application which back-up any assertions you make in relation to each criterion.

Essential Criteria:

- A first degree completed, or currently being undertaken (A)
- Enrolled as a student at the University of Kent (A)
- Knowledge of and enthusiasm for the University of Kent (A, I)
- Understanding and awareness of widening participation and barriers to learning (A)
- Flexibility to adapt to different working environments and roles (I)
- Strong organisational skills and the ability to carefully follow instructions (A, I)
- Confidence and sensitivity to interact with a wide range of individuals (I)
- Excellent teamwork skills as well as the ability to work on own initiative (I)
- Excellent communication skills with the ability to communicate effectively with various audiences, including primary and secondary school/college students, adult learners, teaching staff, members of the public (I)
- Ability to engage and empathise with individuals or groups from a range of socio-economic, ethnic and cultural backgrounds (I)
- A willingness to travel locally (predominantly within Kent & Medway) to support activities taking place in schools, colleges, community settings etc (A)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Knowledge and understanding of the UK (and Kent) education system (I)
- Knowledge and understanding of professional boundaries when working with children and young people (A, I)
- Experience of working with young people (A)
- Understanding of HE, UCAS admissions procedure and available financial support (I)

Assessment stage: A - Application; I – Interview

Employment is subject to successful application, induction and selection process, and completion of relevant training (unpaid before appointment), as well as satisfactory completion of an enhanced DBS check.