

Job Description: Postgraduate Student Ambassador

Department: Marketing, Recruitment, Admissions and Outreach (External Relations)

Application Deadline: 11:59pm, Sunday 15th October 2023

One of our aims is to raise aspirations and expand the recruitment of students who are currently under-represented in higher education, as such we particularly encourage applications from those meeting any of the following widening participation criteria:

- Care Experienced*
- Young Carers**
- Students from military families
- Students with refugee status
- Students who are first in their family to study at university
- Students who were entitled to free school meals
- Students who were entitled to a discretionary payment from their school or sixth form
- Black, Asian or Minority Ethnic backgrounds
- Local and commuting students
- Students with a disability
- Estranged students***

**Care experienced: By care experienced we mean someone who has spent time under the care of their local authority. This could have been in any setting (e.g. foster placement, residential care/residential placements, secure unit) for any length of time, at any age. The term 'care experienced' encompasses those still in care, care leavers and people who have been adopted.*

***Young Carer: Someone who looks after a family member, partner or friend, who needs help because of their illness, disability, mental health problem or addiction, and cannot cope without their support. The care they give is unpaid.*

****Estranged student: Studying without the support and approval of your parents / carer and the situation is likely to remain permanent.*

All applications will be treated on merit.

Continuing as a Student Ambassador

Active University of York Undergraduate Student Ambassadors may continue as a Postgraduate Student Ambassador upon successful completion of the Postgraduate Student Ambassador training.

Residential Assistants, Interns and Student Supporters

Students who have worked on a residential, as an intern or student supporter with the Access and Outreach Team need not complete the application process. Please contact the Student Ambassador Team student-ambassador-scheme@york.ac.uk to register.

Background

The Postgraduate Student Recruitment Team provides information to prospective students about postgraduate study and research opportunities at the University of York.

Main Duties and Responsibilities

Student Ambassadors are offered a range of opportunities from which they can select if they wish to be considered for that specific role, so that they can then share a fair and accurate impression of the University from the student perspective. Some frequent examples are:

- **Postgraduate Online Open Days**

The University of York offers Postgraduate Open Days for offer holders and prospective students hosted entirely online. Our Postgraduate Student Ambassadors play an important role in these by taking part in the live chats to share their experience of study and life at York.

- **Postgraduate On-campus Events**

On campus events include the Masters Taster Day and Campus Tours. Postgraduate Student Ambassadors provide support across campus, welcoming visitors, sharing their own experiences, answering visitors' questions, conducting tours and acting as the 'face' of the University.

- **Postgraduate Student-led Online Chats**

We host regular online events where prospective postgraduate students have the opportunity to chat online using text-based chat with our Postgraduate Student Ambassadors about postgraduate life and study at York. Fast and accurate typing is needed for these events.

- **Digital Content**

We ask our student ambassadors to complete student profiles, blogs and vlogs for use in email, web and print communications, as well as to create digital media such as videos and social media posts. This content provides essential information for prospective postgraduate students about life and study at York and often involves working closely with our Marketing Team.

- **Undergraduate Ambassador/Outreach work**

Postgraduate Student Ambassadors sometimes have the opportunity to be involved in activities normally undertaken by our Undergraduate Student Ambassadors such as assisting with school visits, residentials and visit days. **Please note, some of these activities may only be available to postgraduates who completed their**

undergraduate degree at York and postgraduate recruitment activities will always be prioritised over undergraduate work should events be running simultaneously.

Expectations

Postgraduate Student Ambassadors are required to work flexibly around their studies during the academic year (October - September). Shifts will be available on an ad hoc basis throughout the year, (both in and outside of term time). Opportunities are circulated on a fortnightly basis from which you can apply for those of interest. Allocation of work will be flexible in nature and allocated on a mutually acceptable basis. Events can take place on weekdays, evenings or weekends.

We expect all Student Ambassadors to:

- participate **enthusiastically** in the activities
- assist staff in any way asked
- use initiative to prevent problems arising and deal with them when they occur
- be a positive role model for prospective students
- provide helpful insight into university life at the University of York
- share your own experiences of being a student, in particular drawing upon your own background in an honest and supportive manner
- to be reliable and punctual - by signing up to work at an event you are committed to that role and to participate fully in all training sessions and briefings for tasks.

Person Specification

Attributes	Essential	Desirable
Qualifications	Current York full-time, part-time or distance learning postgraduate student	
Experience	Experience of working as part of a team Experience of, or a thorough understanding of, postgraduate education options in the UK	Experience of working in a customer facing environment
Knowledge	A good understanding of the courses offered at the University, including those outside of their own subject area, and of the University's facilities and services Knowledge of the University of York application procedures for postgraduate programmes	A thorough knowledge of the opportunities available at the University of York such as societies, sport, GSA Awareness of the barriers faced by people from groups

		under-represented in higher education
Skills & abilities	<p>Ability to communicate effectively with varied audiences</p> <p>Excellent interpersonal and communication skills (verbal and written)</p> <p>Excellent time management and organisational skills</p> <p>Proactive team player</p>	<p>Experience of giving presentations or public speaking to a range of audiences</p> <p>Ability to use initiative and have a creative approach to problem solving</p>

Pay

This is currently £12 p/h (plus holiday pay) = £13.45 p/h (from 1 August 2023).

Application process

Please fully complete and submit the form online by 11.59pm on Sunday 15th October 2023. Incomplete applications will not be considered and full responses are expected for all questions, providing examples and evidence where appropriate.

*Note – you can only access the form via a University of York login or if your web browser is linked to your university login.

Successful applicants will be invited to attend an interview online on **Wednesday 25th or Thursday 26th October 2023**.

Training

Full training is provided for the role and will take place in person on campus **on Tuesday 14th or Wednesday 15th November 2023**, lasting 2 hours. **Attendance at one of these sessions is mandatory.**

Start date

Once you have completed your training and have completed the Right to Work and DBS checks you can start accepting work. The earliest date would therefore be 16th November.

Uniform

All Student Ambassadors booked for an on-campus event will be provided with a branded T-shirt and Hoodie. Please note, if you lose any item of your uniform, you will be required to pay for a replacement.

References

The Student Recruitment and Access and Outreach teams are happy to provide references for Postgraduate Student Ambassadors where relevant, however we cannot guarantee that we are able to provide this for any Postgraduate Ambassador who does not work a minimum of 10 hours during the course of the year.

Right to Work checks

You will need to undertake a Right to Work check which necessitates having sight of your passport. If no passport is available then other documentation will need to be taken to our Human Resources (HR) Office.

Please note that a UK student under the rules of the University is not permitted to work more than 20 hours per week during term time.

International students holding a Student Visa will have a work restriction in their passport or Biometric Residence Permit. The Right to Work check and formal booking procedures through Dashboard help to ensure that these restrictions are adhered to while working at the University.

It is your responsibility to ensure the total hours you work does not exceed those permitted and this includes all jobs you may have.

Criminal Convictions

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.

Appointment of successful candidates will be conditional on a Disclosure and Barring Service (DBS) check which is arranged and paid for by us. Please note that if you have lived or travelled abroad for more than 3 months you will also be required to complete an overseas check before you can start work as an ambassador. Please check the University of York [Casual Workers Website pages](#) and also the [government website](#) for more information on right to work checks.

Privacy Notice

Please see the University of York [privacy notice](#).

Further information

If you have questions about the application process or require more detail about the role, please contact: student-ambassador-scheme@york.ac.uk or call 01904 324639.