Job Description: Postgraduate Student Ambassador

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

Application Deadline: 11:59pm, Sunday 2nd October 2022

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:

- Black, Asian or Minority Ethnic backgrounds
- Care Experienced - see definition below
- Carers - see definition below
- 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 or from low progression areas
- Students with a disability
- Mature Students
- An estranged student - studying without the support and approval of your parents/carer and the situation is likely to remain permanent.

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, children's home, 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.

Carer: A carer is 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.

All applications will be treated on merit.

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
Postgraduate Student Ambassadors are offered a range of student recruitment opportunities which they can select if they wish to be considered for, so that they can then share a fair and accurate impression of the University from the student perspective. The most 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 and featuring in some of the video content created for these events.

• **Postgraduate On-campus Events**
  Our 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 Chat**
  We host regular online events throughout the year 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.

  **External events**
  • Student Ambassadors may get the chance to attend online or physical Postgraduate Study Fairs with Student Recruitment staff to provide information about the University, our postgraduate courses and their own experience of postgraduate study to potential students.

  **Undergraduate Ambassador/Outreach work**
  • Postgraduate Student Ambassadors sometimes have the opportunity to be involved in activities normally undertaken by our undergraduate ambassadors such as assisting with school visits, residential and visit days. **Please note, some of these activities may only be available to postgraduates who also completed their undergraduate degree at York and postgraduate recruitment activities will always be prioritised over undergraduate work should events be running simultaneously.**
Pay and expectations
Postgraduate Student Ambassadors are required to do a minimum of 10 hours of work within each academic year (October - September). Shifts will be available throughout the year, both during and outside of University term time, however our busiest time is during University term time. Opportunities are circulated on a fortnightly basis so that 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.

Current rate of pay: £10.57ph (plus holiday pay) = £11.85 ph

We expect all Student Ambassadors to:
- participate **enthusiastically** in the activities and assist in the delivery of these 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

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<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Qualifications</td>
<td>Current York full-time, part-time or distance learning postgraduate student</td>
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<td>Experience</td>
<td>Experience of working as part of a team</td>
<td>Experience of working in a customer facing environment</td>
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<td>Experience of, or a thorough understanding of, postgraduate education options in the UK</td>
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<td>Knowledge</td>
<td>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</td>
<td>A thorough knowledge of the opportunities available at the University of York such as societies, sport, GSA</td>
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<td>Knowledge of the University of York application procedures for postgraduate programmes</td>
<td>Awareness of the barriers faced by people from groups</td>
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under-represented in higher education.

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<th>Skills &amp; abilities</th>
<th>The ability to communicate effectively with varied audiences</th>
<th>Experience of giving presentations or public speaking to a range of audiences</th>
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<td>Excellent interpersonal and communication skills (verbal and written)</td>
<td>Ability to use initiative and have a creative approach to problem solving</td>
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<td>Excellent time management and organisational skills</td>
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<td>Proactive team player</td>
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**Application process**

Please fully complete and submit the form online by 11.59pm on Sunday 2nd October 2022. 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 **Tuesday 18th or Wednesday 19th October 2022.**

**Training**

Full training is provided for the role and will take place in person on campus on Wednesday 2nd or Thursday 3rd November 2022, lasting 2 hours. **Attendance at one of these sessions is mandatory.** You will be paid for attending training.

You will also be required to complete additional training on Wednesday 16th November, again **attendance at this session is mandatory.** Arrangements will be confirmed nearer the time.

**Start date**

Your start date will depend on the completion of Right to Work and Disclosure and Barring Service (DBS) checks.
Further information

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 the minimum of 10 hours during the course of the year.

Continuing as a Student Ambassador
Undergraduate Student Ambassadors who completed 30 hours over their UG year may continue as a Postgraduate Student Ambassador upon successful completion of the paid Postgraduate Student Ambassador training. Postgraduate Student Ambassadors who complete 10 hours over the year will automatically continue as a Postgraduate Student Ambassador the following year. Any Student Ambassador who does not complete the required hours of work during the course of the year will have to reapply for the role the following year, should they wish to continue as an Ambassador. All continuing Ambassadors will be expected to read the updated Ambassador handbook which will be emailed out to ensure they keep abreast of any changes to the scheme and within the higher education environment.

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. 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. See here for more details.
**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.

**Privacy Notice**

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

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