

## **Job Description: Undergraduate Student Ambassador Role**

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

**Application Deadline: 11:59pm, Sunday 13th October 2024**

We encourage applications from all backgrounds and there are roles that draw on many different skills and experiences.

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
- Mature Students (over 21 on the first day of the course/**UG only**)
- 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.

## **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](mailto:student-ambassador-scheme@york.ac.uk) to register.

## **Background**

The University of York Student Recruitment and Access & Outreach teams work with schools and colleges locally, regionally and nationally, as well as with prospective students and their supporters, to provide information about higher education and the University of York specifically, and to promote fair access.

Activities and projects led by both teams include online events, school visits, open days, campus visits and taster days all of which are designed to raise aspirations and awareness and broaden access to university.

As students who have been through the process you will be supporting others to do so including considering HE as an option, the uni application process and this may be at virtual events, writing blogs or vlogs about your experiences or supporting any of the Year 12/13 engagement programmes we run across the University. As such you will already have some of the knowledge and information required in the role and to help those you will be interacting with.

## **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.

These activities may be commissioned by our student recruitment, marketing and/or Access and Outreach staff.

As such you are able to only apply for those you feel comfortable completing; you don't have to be on camera, lead a tour or interact with an audience but can instead work on administrative, blog writing or other tasks.

Training is provided for all Student Ambassadors and every event you work will include a full briefing to enable you to fully understand what is required and how to best complete it.

The most frequent examples of Student Ambassador tasks include:

- **Virtual Opportunities**

The teams use various online platforms where it is possible to interact with and educate prospective students about the University of York. These platforms include: Unibuddy, iVent and Pubble. Training will be provided and you are not expected to have prior knowledge of these platforms.

As a student ambassador you may be asked to support online discussions, share your experiences and knowledge about the University and participate in Q&A sessions.

There will also be opportunities to support and feature in marketing content. This work may include providing quotes and written content about your experiences, writing blogs or being photographed and featuring in videos. If you're interested in becoming a student blogger or vlogger we have opportunities for you across all sections.

Some opportunities include administrative tasks to support staff colleagues at busy times eg compiling reading lists for the library etc. These can usually be completed virtually but some may require you to attend in person depending upon the job.

- **UCAS or school careers fairs**

These may be virtual or in person and involve supporting Student Recruitment staff at stands, handing out prospectuses and chatting to prospective students about how you are finding HE study and York as a university eg. student life.

- **School Visits**

These might be either on school sites or inviting them on campus - weekly school visits are conducted for pupils mainly aged 11 - 18 from a range of local, regional and national schools and colleges. These can include one-off school visits and those arranged as part of our long term programmes; Shine, Next Step York and Realising Opportunities, amongst others. Visits are designed to raise awareness of all that higher education (HE) has to offer. Some visits have a general HE overview, whilst others are designed to encourage students to consider the University of York specifically.

You will not be expected to understand the full programme and will be provided with all the relevant information during your training and/or pre-shift briefings. These visits can involve sitting with a group of students and supporting them in activities; answering questions about what it is like being a student or moving away from home; showing them around the campus; sitting with them over meals; escorting them to different venues.

- **Campus Tours/ Post Offer Visit Days**

On campus - Campus tours are an integral part of almost all Student Recruitment and Access and Outreach activity. Ambassadors will also be asked to support Post Offer Visit Days by those considering studying at York. Some will be asked to take groups around the campuses and training is given on tailoring these according to the audience eg. Year 13s plus parents / carers. Some roles may involve being available at key places to direct visitors to locations such as open accommodation viewings or staff / department talks; You may be assigned to show accommodation options at one of the Colleges; or even car park or bus duties to direct visitors at car parks or to escort them on buses between campuses. Again full training is given.

You will be supported by members of staff to ensure appropriate and relevant information is provided. Ambassadors will highlight the University facilities as well as answering any questions their group may have whilst ensuring they give a fair and accurate impression of the University.

- **Open Days**

On campus -Student Ambassadors play a key role in our annual undergraduate Open Days in June/July and September, where we welcome around 12,000 visitors to campus for each Open Day. Open Days are a crucial element of our conversion activity to encourage prospective students to apply to York. Student Ambassadors provide support across campus on our Open Days, welcoming visitors, providing directions, answering visitors' questions and acting as the 'face' of the University.

## **Expectations**

Shifts are available on an ad hoc basis throughout the year (both in and outside of term time). The list of opportunities is circulated on a weekly basis from which you can apply for those you are interested in.

If you are then "booked" for that shift it is important that you accept these promptly and inform both the specific contact and the Student Ambassador Scheme if things change as we will need to re-recruit to your role.

Allocation of shifts is conducted fairly so that a variety of experience, degree disciplines, backgrounds etc are represented at each event. Some shifts may have specific requirements but you will be notified of that in the advertisement.

Allocation of work will be flexible in nature and will be allocated on a mutually acceptable basis. Events can take place on weekdays, evenings or weekends. The team also ensures that working hours are balanced for each Ambassador, ensuring that those with a busy timetable have the same opportunity to fulfil their hours as someone with less contact time in their department.

We expect all Student Ambassadors to:

- participate enthusiastically in the activities and assist, where necessary, 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
- vitally: 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 throughout the year which are planned to support you with relevant and essential information you will need to undertake your role effectively.

## Person Specification

Attributes	Essential	Desirable
<b>Qualifications</b>	Current York undergraduate	
<b>Experience</b>	<p>Experience of working as part of a team</p> <p>Experience of, or a thorough understanding of, the British Education system</p>	<p>Experience of working with young people</p> <p>Experience of working in a customer facing environment</p>
<b>Knowledge</b>	<p>Knowledge of the UCAS application process</p> <p>Knowledge of the University of York application procedures for services such as accommodation</p> <p>Awareness of the barriers faced by young people from groups underrepresented in higher education.</p>	<p>Thorough knowledge of the University of York and opportunities available such as societies, sport, YUSU</p>
<b>Skills &amp; abilities</b>	<p>Being reliable and accountable for your own work</p> <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 and ability to use initiative</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> <p>Ability to create social media content and publicity materials</p>

## **Application process**

Please fully complete and submit the form online by the above deadline. Incomplete applications will not be considered and full responses are expected for all questions, providing examples and evidence where appropriate.

Successful applicants will be invited to attend an in-person interview **23rd or 24th October**.

## **Training**

Full training is provided for the role and will take place in person on campus lasting approximately 2 hours in the afternoon of **13th or 14th November**. 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 which is advertised each week.

## **Uniform**

All Student Ambassadors booked for an on-campus event will be provided with a branded T-shirt and hoodie.

## **How much work can I expect?**

Ad-hoc events - We have a steady stream of work with A&O and Student Recruitment throughout the year which is popular with ambassadors. However, small numbers are normally required per event so you will not always be chosen.

Post Offer Visit Days - We run around 8 visit days between February and April. You are highly likely to be chosen to work several dates if you are available and sign up promptly.

Open Days - Two days in June/July and two days in September. You are highly likely to be chosen to work if you are available and sign up promptly.

A&O residentials - Being a student ambassador puts you in a strong position to apply for our Easter and Summer residentials. An indicative amount of work is around 70 hours over the course of two weeks.

A&O interns/student supporters - Being a student ambassador puts you in a strong position to apply for a role within A&O as a student supporter or intern attached to a specific programme. Regular weekly hours are often between 3 and 6 hours.

## References

The Student Recruitment and Access and Outreach teams are happy to provide references for Student Ambassadors who have worked at least 10 hours. However we cannot guarantee that we are able to provide this for any Ambassador who does not work a minimum of 10 hours.

## 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](mailto:student-ambassador-scheme@york.ac.uk) or call 01904 324639.