Job Description: Postgraduate Student Ambassador Role

**Department:** Postgraduate Student Recruitment Team, part of Marketing, Recruitment, Admissions and Outreach (MRAO), External Relations.

**Application Deadline:** 11:59pm, Sunday 11th October 2020

We particularly encourage applications from those identifying as BAME (Black, Asian and minority Ethnic), and those meeting any of the following widening participation criteria, who are currently under-represented within this area of the University:

- Care Leavers
- 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 discretionary payments

Students meeting any of the above criteria will be guaranteed an interview upon submission of a complete application.

All applications will be treated on merit.

**Background**

The University of York Postgraduate Student Recruitment Team works with University departments and centres to provide information to prospective students and other stakeholders about postgraduate study and research opportunities at the University of York. Activities and projects led by the team include Virtual Open Days, on-campus events, digital communications with applicants and offer holders, creation of digital marketing content and attendance at postgraduate recruitment fairs across the UK and EU.

**Main Duties and Responsibilities**

Postgraduate Student Ambassadors are involved in a range of student recruitment activities. The most frequent examples are:

- **Postgraduate Virtual Open Days/Post-offer chats**
  The University of York offer Postgraduate Virtual Open Days and online chats with offer holders which are hosted entirely online using a purpose-built platform. Prospective students and York postgraduate offer holders have the opportunity to chat live online with staff from academic departments and centres as well as central student support services such as the Student Hub team and Admissions. Our postgraduate student ambassadors play an
important part in the events, taking part in the live chats to share their postgraduate study experience and featuring in some of the video content about life at York. As part of our Autumn Faculty Virtual Open Days, we ask a student ambassador to lead a campus tour, broadcast live to our online audience.

- **Student-led online chat events**
  In addition to the Virtual Open Days in November, February and June, we hold a number of ‘follow-up’ online events throughout the year where prospective postgraduate students have more opportunities to chat online with our Student Ambassadors about postgraduate life and study at York.

- **Digital content**
  We frequently require our student ambassadors to complete student profiles, blogs and vlogs for use in email, web and print communications as well as participate in the creation of digital media such as videos and social media posts. This content provides essential information for prospective postgraduate students about life and study at York.

**External events**

- **Student Ambassadors may get the chance to attend online Postgraduate Recruitment/Study Fairs alongside Student Recruitment staff. Student Ambassadors provide information about the University, postgraduate courses, and their own experience of postgraduate study to prospective postgraduate students.**

**Undergraduate Ambassador/Outreach work**

- **Our postgraduate ambassadors are sometimes contacted regarding activities that are normally undertaken by our undergraduate ambassadors; this can include assisting with school visits, residential visits and visit days, all currently taking place online. 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 there be events running simultaneously.**

- **On-campus events**
  We are presently unable to offer on-campus events due to UK Government Guidelines and University policy regarding Covid-19, however we will continue to review the situation. In most years, Student Recruitment host several on-campus events including the Masters Taster Day, PG Cafes and postgraduate campus tours. At these events, 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. We hope to be able to offer some on-campus events in 2021, subject to local and national guidance.

As Student Ambassadors represent the University of York at a variety of events they should have a good understanding of the departments and courses currently offered (including those outside of their own subject area), and of the University’s facilities and services.

We expect all Student Ambassadors to:

• participate enthusiastically in the activities (and encourage visitors to do the same) 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
• be reliable and punctual - by signing up to work at an event you are committed to that role

Pay, benefits and expectations
Postgraduate Student Ambassadors are required to do a minimum of 10 hours of work within each academic year (October - September). Please note, shifts will be available throughout the year (both during and outside of University term time). Our busiest time is during University term time: September – July. 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.

Ambassadors under 25 years old: £8.20/hr plus holiday pay
Ambassadors aged 25 years and over: £8.72/hr plus holiday pay

Person Specification

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<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications</td>
<td>Current York postgraduate</td>
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<tr>
<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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<tr>
<td>Knowledge</td>
<td>Knowledge of the University of York application procedures for postgraduate</td>
<td>Thorough knowledge of the University of York and</td>
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programmes and for services such as accommodation opportunities available such as societies, sport, YUSU Awareness of the barriers faced by people from groups under-represented in postgraduate education.

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<th>Skills &amp; abilities</th>
<th>Ability to communicate effectively with varied audiences Experience of giving presentations or public speaking to a range of audiences Ability to use initiative and have a creative approach to problem solving</th>
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<td>Excellent interpersonal and communication skills (verbal and written) Prevention of harm to children and young people</td>
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<td>Excellent time management and organisational skills Ability to use initiative and have a creative approach to problem solving</td>
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<td>Proactive team player</td>
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**Start date**
Start date will depend on a completed Right to Work and DBS check.

**Training**
Full training is provided for the role and will take place online via Zoom at 10am on 3rd and 5th November 2020, lasting 2 hours. **Attendance at one of these sessions is mandatory. You will be paid for attending a training session. You will also be required to complete online safeguarding training offered by the NSPCC:** this can be undertaken in your own time but must be completed if you wish to be considered for any work with our undergraduate recruitment team. Further details of how to undertake this training will be sent to you, should you be successful at interview.

**Application process**
Please complete and submit the form online by 11.59pm on Sunday 11th October 2020

*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 online interview, hosted on Zoom, on **Wednesday 28th October 2020**. If invited to an interview you will also be asked to email a headshot photo to be used on our Student Ambassador board in the office if you are successful.

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**Further information**

**Uniform**
All Student Ambassadors will be provided with a turquoise T-shirt and badge should on-campus events return in 2021. If you are booked for an on campus event in the future we will ensure you are issued with your t-shirt and badge in advance of the event. Hoodies are also available to purchase (these are optional and are available at a discounted price). 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, 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 complete 30 hours over the year will automatically continue as a Postgraduate Student Ambassador the following year upon successful completion of Postgraduate Student Ambassador training (paid). 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 seeing sight of your passport. If no passport is available then other documentation has to be taken to our HR Office.

Please note that a UK/EU student under the rules of the University is not permitted to work more than 20 hours per week in term time. It is your responsibility to ensure the totals hours you work does not exceed this. This applies to all jobs you may have.

International students will have stamped in their passports the number of hours they are entitled to work.

**Tier 4 requirements**
Students holding a Tier 4 visa will also need to register with Human Resources (HR) in order to work as a Student Ambassador. Tier 4 visa holders are entitled to work during their studies, as long as the wording on the visa does not prohibit it. Students on full-time degree courses are allowed to work a maximum of 20 hours per week.

**Privacy Notice**
Please see the University of York privacy notice attached [here](#) pending approval of the updated Student Ambassador version.
If you have questions about the application process or require more detail about the role, please contact admissions-ambassadors@york.ac.uk