**Job Description: Postgraduate Student Ambassador Role**

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

**Application Deadline: 11:59pm, Sunday 3rd October 2021**

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 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 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 online.
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 to provide 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.

● On-campus events
   We hope to offer on campus events again in 2021/22 including 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.

● Student-led online chat events
   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 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 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.

Rate of pay: £9.77/hr

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

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<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Qualifications</td>
<td>Current York full-time, part-time or distance learning postgraduate student</td>
<td>Experience of working in a customer facing environment</td>
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<td>Experience</td>
<td>Experience of working as part of a team</td>
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<td>Experience of, or a thorough understanding of, postgraduate education options in the UK</td>
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### 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 and services such as accommodation

A thorough knowledge of the opportunities at the University of York available such as societies, sport, GSA, skills and development

Awareness of the barriers faced by people from groups under-represented in higher education.

### Skills & abilities

The ability to communicate effectively with varied audiences

Excellent interpersonal and communication skills (verbal and written)

Excellent time management and organisational skills

Proactive team player

Experience of giving presentations or public speaking to a range of audiences

Ability to use initiative and have a creative approach to problem solving

### Application process

Please fully complete and submit the form online by 11.59pm on Sunday 3rd October 2021. 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 online interview hosted on Zoom on Tuesday 19th October 2021.

### Training

Full training is provided for the role and will take place online via Zoom at 10.00am on 2nd or 3rd November 2021, lasting 2 hours. **Attendance at one of these sessions is mandatory.** You will be paid for attending training.

If you wish to be considered for any work with our undergraduate recruitment team you will also be required to complete additional training.
**Start date**
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 badge. 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 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 the 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