Job Description: Undergraduate Student Ambassador Role

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

Application Deadline: 11.59pm on Sunday 11 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:

- Students who have participated in one of our WP programmes e.g YESS, Next Step York, Pathways to STEM, Pathways to Medicine, Shine and Green Apples
- Care Leavers
- Young Carers
- Students from military families
- Students with refugee status
- Students who are first in their family to study at university
- Mature Students

All applications will be treated on merit.

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 to higher education. 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.

Main Duties and Responsibilities
Student Ambassadors are involved in a range of student recruitment and widening participation activities. We envisage for the academic year 2020/21, the majority of these events will take place online and therefore the duties are described under the Virtual Opportunities heading. The most frequent examples are:

- 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. As a student ambassador you will 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, being photographed and featuring in videos.

- **School Visits**
  On campus - Weekly school visits are conducted for pupils in Years 6 to 13 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, Roots to Success, 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.

- **Campus Tours/ Visit Days**
  On campus - Campus tours are an integral part of almost all Student Recruitment and Access and Outreach activity. Ambassadors will be expected to tailor tours according to their audience which could include primary school pupils, prospective students, parents and carers 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.

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
## 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 undergraduate</td>
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<td>Experience</td>
<td>Experience of working as part of a team</td>
<td>Experience of working with young people</td>
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<td>Experience of, or a thorough understanding of, the British Education</td>
<td>Experience of working in a customer facing environment</td>
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<td>Knowledge</td>
<td>Knowledge of the UCAS application process</td>
<td>Thorough knowledge of the University of York and opportunities available</td>
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<td>Knowledge of the University of York application procedures for services</td>
<td>as societies, sport, YUSU</td>
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<td>Awareness of the barriers faced by young people from groups</td>
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<td>underrepresented in higher education.</td>
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<td>Skills &amp; abilities</td>
<td>Ability to communicate effectively with varied audiences</td>
<td>Experience of giving presentations or public speaking to a range of</td>
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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 and ability to use initiative</td>
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Pay
Ambassadors under 25 years old: £8.20/hr plus holiday pay
Ambassadors aged 25 years and over: £8.72/hr plus holiday pay

Expectations
Student Ambassadors are required to work flexibly around their studies during the academic year (October - September). Shifts are available on an ad hoc basis throughout the year (both in and outside of term time). Allocation of shifts is conducted fairly so that a variety of degree disciplines is represented at each event. 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.

Benefits
- Develop key employability and interpersonal skills
- Flexible earning potential to fit around study
- Opportunity to get involved with different types of work across campus and virtually
- Inspire young people to enter Higher Education
- Gain recognition by using the ambassador experience as part of your application to the York Award

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. See here for more details.
You will need to undertake a Right to Work check with HR which requires your passport (and visa if a Tier 4 student). 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. 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.

**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 virtually on dates TBC. **Attendance at training is mandatory. You will be paid for attending the training session.**

**Application process**

To apply, please visit the Student Ambassador Scheme [webpage](#) and complete the online application form. The application deadline is **11:59pm on Sunday 11 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 a virtual interview on **Dates TBC**

**Further information:**

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