

STUDENT AMBASSADOR

School/Department summary

Student Ambassadors are employed by Loughborough University London in the first instance, but work to support many departments across the University.

Job Description

Job Grade: Grade 1 Hours are flexible week to week and will suit most timetables.

Job Purpose

To represent Loughborough University London to a range of external stakeholders by assisting with events and participating in initiatives delivered by Marketing and other university departments.

These events and initiatives contribute to the University's student recruitment strategy, and include outreach to prospective students, and activities which support the promotion of the Loughborough University London experience.

Loughborough University London provides current students with a number of opportunities to undertake paid work and develop employability skills while getting involved in the University's activities with schools and colleges.

Student Ambassadors represent Loughborough University London by:

- * Acting as Ambassadors for the university
- * Providing positive role models to those thinking of studying at university.
- * Supporting the smooth running of University events

The opportunities available include working with prospective students both on campus and around London at events such as Open Days, HE fairs, campus visits, school talks, subject-specific masterclasses and lectures. There are also be opportunities to get involved with the University's marketing activities through specific telephone and online campaigns across the year.

Job Duties

The Student Ambassador role is varied and offers the opportunity to enhance your personal development and gain a range of skills.

Main activities and duties

As a Student Ambassador you will represent, promote and enhance the reputation of Loughborough University London to prospective students and their influencers through a range of initiatives and events both on and off campus.

This includes working with young people in schools and colleges and the wider community to raise their aspirations and widen participation to Higher Education.

The principal duties and responsibilities are as follows:

1. Represent the University in a competent and professional manner in all dealings with beneficiaries and customers.
2. Maintain a welcoming and inclusive atmosphere for all visitors to the University / event participants.

3. Proactively provide practical support to University staff running events. This may include University Open Days and similar large-scale events e.g. helping set-up, welcoming visitors, facilitating campus tours, answering questions, giving directions and assisting with registration.
4. Discuss and share experience of own education, past and present, thus acting as a positive and enthusiastic role model for Higher Education and student life. This may include giving presentations to groups of students / parents / teachers about aspects of university student life, as directed.
5. Participate actively in all sessions and activities, as directed by the Event / Project Lead. Assist with and contribute to discussions with groups of students / parents / teachers. This is usually face to face, but in specific circumstances may be delivered over the telephone or online.
6. Be aware of University policies and procedures including Safeguarding Children, Data Protection, Consumer Rights and Manual Handling.
7. Student Ambassadors will be required, from time to time, to fulfil other duties as appropriate to their skills.

Points to Note

This is a great scheme for you, if you:

- Feel positive about Higher Education and want to raise others' awareness.
- Are proud of the 'Loughborough London Experience' and want to share your enthusiasm with prospective applicants.
- Recognise that people need help and guidance in making important decisions.
- Enjoy working with young people and want to feel involved with your local community.
- Require flexible working hours to fit in with your studies.
- Want to develop your communication and interpersonal skills, enhancing your CV and increasing your employability.
- Want to work towards the Loughborough Employability Award.
- Want to get paid while you meet new people and make friends.

Note:

Successful applicants are required to attend post-selection compulsory training in order to become a Student Ambassador.

Developing Skills and Competencies

One of the aims of the Student Ambassador scheme is to develop students' employability skills, helping them to become 'job-ready'. Experienced Student Ambassadors are likely to develop many of the Loughborough Graduate Attributes (See Careers Network webpage) and may be able to evidence the following skills and competencies:

People Skills	General Employment skills	Self-reliance / Positive attitude
Interpersonal skills	Time management	Professional attitude
Verbal communication	Presentation skills	Reliable and committed
Versatile team worker	Customer awareness / service	Resilient and adaptable
Motivational / inspirational	Problem-solving / creativity	Self-motivation
Leadership skills (delegation, decision-making, negotiation)	Organisation and planning	Reflective and articulate

Engaging young people	Active participant	Innovative and Enterprising
		Caring, ethical and with integrity

Special Conditions

Student Ambassadors are required to sign a Code of Conduct which covers issues relating to reliability, working with and safeguarding young people, professional standards, and consumer rights.

Transport to events external to Loughborough University London will be provided, unless stated.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Organisational Responsibility

Reports to the Student Ambassador Manager, Charlene Alves, overall.

You will report to the Event Lead for each event, and take your briefing and instruction from them.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1. Application form
2. Selection session with assessment task / presentation

Essential Criteria

Area	Criteria	Stage
Experience		
Skills and abilities	An excellent communicator with the ability to influence others and tailor information to suit the relevant target audience.	1, 2
	Good English language skills.	1, 2
	Enthusiastic about Higher Education and the student experience, in particular. Pride in Loughborough.	1, 2
	Able to relate to and empathise with people from a wide range of backgrounds and age groups.	1, 2
	A team player who can take instruction and work with others to achieve a common goal.	1, 2
	Able to take the initiative and problem solve independently.	1, 2
	Impeccable time management: reliable and punctual.	2

Training	<p>Commitment to attend the compulsory training courses (approx. 4 hours duration) before applying to work on an event.</p> <p>It should be noted that participation in the initial training is considered part of the selection process.</p> <p>A willingness to undertake further training, as required.</p>	2 1, 2
Qualifications	Currently studying at Loughborough University.	1
Other	Must have no spent or current convictions relating to children and be willing to undergo Disclosure and Barring Scheme (DBS) application with satisfactory results.	1, 2

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working with young people	1, 2
	Experience of working in a customer facing role	1, 2
	Experience of speaking or giving presentations to groups of people, large and small.	1, 2
Skills and abilities	Fluency in a language other than English	1
Qualifications		

Conditions of Service

Please note that the availability of work will vary week to week, and is not guaranteed, but Student Ambassadors usually value the flexibility this offers. Students are discouraged from working more than 16 hours per week, during term time.

Payment

Student Ambassadors are casual workers, paid **£9.23 per hour of work** completed. London Student Ambassadors will also receive a London Weighting of £1.63 per hour of work. Payment is made once a month (usually the end of the month) through the University's Finance Office.

Details of how to claim payment and any travel expenses (external to the University) will be given to you during your training.

Informal Enquiries

Informal enquiries should be made to your line-manager (Charlene Alves – London Student Ambassador Co-ordinator) via email (London-ambassadors@lboro.ac.uk) or phone (02038051359).

Applications

In 2018/19 the online application is open between 24th September and midnight 14th October 2018. Please contact the London Student Ambassador Co-ordinator for further details.