



UNIVERSITY OF EAST LONDON

JOB DESCRIPTION

Post Title: Student Ambassador

Location: Any university location, virtually, occasionally off campus (for HE fairs and School visits)

Department: External Relations Directorate

Date last updated: 16/04/2021

Reporting: Staff members from the External Relations Directorate (this will vary depending on the individual job)

Hours per day: Flexible to work around your studies. May be asked to work at short notice.

Duration: Throughout entire year – including some holidays, until your graduation.

Rate of pay: £10.85 per hour (London living wage)

Job purpose:

To support the work of the Outreach and Access and the Events Team. Both teams support and encourage young people and adults in making realistic, well informed decisions about their future, challenging preconceptions and helping them to develop the skills and knowledge to succeed at university.

Working within the Outreach and Access team, you will be supporting their work by acting as a positive role model for young people from a range of backgrounds across east London and further afield. You will be involved in the delivery of summer schools, school visits and higher education fairs with the team both on and off UEL campus, as well as delivering events virtually as we can continue to adapt to the post-pandemic world. You will provide information and personal experiences of university life and talking about the value higher education can bring, regardless of background.

Working with the Events Team you will be supporting on Open days, Campus tours and travelling the country at UCAS Fairs. You will be encouraging prospective students to apply to UEL and sharing your own personal positive journeys with them.

There will also be opportunities to get involved with administrative work for the teams.

Principal duties and responsibilities:

1. Be a positive role model giving a first-hand view of the benefits of university (Higher Education)
2. To be a committed and reliable team member at events and activities proactively engaging with young people
3. To present and convey key messages about UEL and university to a variety of audiences effectively
4. To lead 'Student Life' Sessions on Taster Days by delivering talks, presentations and answering questions directly from young people.
5. To deliver engaging campus tours at both Docklands and Stratford, for groups of parents and young people
6. To represent UEL at Higher Education and UCAS fairs providing information about UEL programmes
7. To be approachable, polite and informative member of the team at external events such as parent evenings, schools assemblies, Higher Education Fairs and UCAS fairs
8. To support the team to deliver events including set-up and break down of fairs, taster days and activities
9. To supervise groups of young people on campus events, ensuring they are safe and happy and seeking support from staff members if any issues arise.
10. To meet and greet different audiences at events and activities (such as open days, event days)
11. To carry out administrative tasks to support activities and events, including entering evaluation data, taking registers, reporting to other team members
12. Other opportunities for administrative and UEL work will be made available to Student Ambassadors

New projects are developed each year and the above responsibilities may be expanded accordingly.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, and the University.

Other requirements:

Applicants:

- Must be willing to undergo a DBS (Disclosure Baring Service) check where working with young people
- May be asked to work at short notice and occasional evening or weekend work may be necessary
- Must be willing to wear the UEL Students Ambassador T-shirt when taking part in events

PERSON SPECIFICATION

Knowledge & Experience:

Essential criteria

- Knowledge in understanding the challenges facing young people in considering, researching and applying to University
- Knowledge of UEL services courses and activities
- Experience of working in a customer facing environment
- Experience of working independently and reliability as a team member
- Experience of working with people of varying ages, races and backgrounds

Desirable criteria

- Knowledge of the widening participation agenda and its objectives in relation to higher education Knowledge of issues facing young people in the care system
- Knowledge of the UCAS and the UK Student Finance system Knowledge of the local area or local issues
- Basic knowledge of school system in England
- Familiarity with Outlook, Word, Excel, PowerPoint, Access, social media Work experience with young people, either paid or voluntary
- Experience of facilitating or leading activities/workshops

Skills:

- Excellent communication skills suitable for a variety of different settings and audience Can receive, process and relay information
- Good time management skills and punctuality Ability to work successfully as part of a team
- Ability and willingness to travel to various destinations across London for events/activities – and further afield for UCAS Fairs
- Confidence speaking in front of both small and large groups
- Enthusiastic and positive approach to university life and higher education

Other criteria:

- Currently registered as a UEL student
- Applicant to carry out their responsibilities with due regard to the University's equality and diversity policy, along with those of the school/college or other institution in which they are working in the performance of their duties.
- Applicants must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act 2018
- Applicants are expected to work within UEL's health and safety policies
- Applicants are expected to work within the limitations of their visa where applicable