

Dear Student,

Thank you for your interest in becoming a Student Ambassador.

There are two types of ambassador you can work as – a General Ambassador and an Outreach Ambassador.

Both type of ambassadors work on an ad hoc basis as and when we have work available but you will be given plenty of notice and the opportunity to sign up for the work. There is also plenty of work to last the whole academic year.

Attached are the job descriptions for both roles. You can apply for one or for both roles.

When applying for the Outreach Ambassador role, please indicate on your application form which band you would like to apply for. We may decide to offer you a position on a higher or lower band following interview.

Please make sure you fill in our application form and send it back to the address on the form by **5pm on Monday 3rd October 2016.**

If you have any questions about any of the roles then feel free to contact Leila Jones at the School of Arts on [L.S.Jones@kent.ac.uk](mailto:L.S.Jones@kent.ac.uk) or on 01227 824493.

Interviews will be held shortly after the application deadline and you will be contacted to arrange a suitable time for you.

We look forward to receiving your application.

**The School of Arts**

## GENERAL AMBASSADOR JOB DESCRIPTION

**Salary: £7.68 per hour (25+ £8.25)**

### **The Student Ambassador Scheme**

The Student Ambassador Scheme provides opportunities for current University students to represent the University in a range of settings both on and off campus including local schools and colleges and community settings. Ambassadors provide support for a range of University activities including outreach and recruitment, mentoring and “buddy” schemes to support other University students and potential applicants and other activities where their energy and enthusiasm can support the University’s work. Ambassadors may also represent their academic school and their subject area either by talking about their experiences at University or by supporting activities which raise aspirations and encourage the learning and progression of target groups.

Student ambassadors are recruited from all subject areas and from both undergraduates and postgraduates, representing the rich diversity of the student body. They take part in a range of University activities including:

- Campus visit days, UCAS days, open days and HE fairs
- Subject specific taster days on campus and in schools
- Supporting extended learning including summer schools
- Mentoring small groups of school students or other University students
- Aspiration raising activities including the University’s Stepping Up programme
- Projects in local schools, colleges and community groups
- Representing academic schools at recruitment and outreach events

The Ambassador Scheme provides students with a range of rewarding and challenging which enables Student Ambassadors to gain valuable experience and develop a range of useful vocational skills including teamwork, communication skills, presentation skills and time management – employability skills which stand students in good stead when they come to apply for graduate jobs after graduation.

Ambassadors are enthusiastic about the benefits of University life and are eager to share their learning and experience with others. All prospective ambassadors are required to follow a formal selection process, although this differs depending on the role they wish to undertake. General Ambassadors may be required to complete a Criminal Records Bureau (CRB) check. They are also required to undertake some core training including health and safety, safeguarding and equality and diversity. Ambassador work is flexible throughout the year so that Ambassadors can prioritise their studies around work commitments.

Ambassadors may have the opportunity to progress within the scheme, taking on new responsibilities throughout their employment, depending on their performance and aptitude. Ambassadors who work at the higher levels of the scheme have normally gained significant experience at a general level before progressing.

### **The Post**

General Ambassadors facilitate on-campus events designed to support outreach and recruitment activity, organised by professional service departments and academic schools at Kent. Ambassadors support events including, but not limited to, open days, visit days, UCAS events, Higher Education fairs, and open lectures. They provide basic support to the organising department in any administrative or organisational duties that are deemed suitable. General Ambassadors may also be asked to deliver campus tours where required. General ambassadors are required to talk to potential students, their parents and teachers

and support activities designed to encourage and motivate individuals to consider their future options including application to higher education, the range of courses and study opportunities available in HE and issues surrounding student life.

### Main Duties and Responsibilities

- Meeting and greeting visitors
- Escorting visitors to taster sessions / open lectures
- Providing campus tours
- Assisting with on-campus events run by central departments and academic schools
- Communicating with, and engaging potential students from a range of backgrounds during on-campus events
- Answering general questions – including panel sessions
- Basic administrative tasks for outreach and recruitment activities under the direction of a member of University staff
- Appropriate additional activities

### Person Specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to work as a General Ambassador. Applications are assessed against each of the criteria either at application or interview stage.

	Essential	Desirable
<b>Experience</b>		
Current University of Kent Student		x
<b>Knowledge:</b>		
Knowledge of the University of Kent	x	
Understanding of higher education, UCAS admissions procedure and available financial support	x	
Understanding and awareness of widening participation issues	x	
<b>Skills:</b>		
Flexibility – able to adapt to different working environments and roles	x	
Strong organisational skills and the ability to carefully follow instructions	x	
Confidence and sensitivity to interact with a wide range of individuals	x	
Ability to work on own initiative		x
Excellent communication skills	x	
Ability to work in a professional and mature manner	x	
Ability to communicate effectively with various age groups, including primary and secondary students	x	

## **OUTREACH STUDENT AMBASSADOR JOB DESCRIPTIONS**

### **BAND A**

**Salary: £7.68 per hour (25+ £8.25)**

#### **The Role**

Ambassadors employed in roles relating to the Band A ambassador contract work on a range of duties, assisting University of Kent staff with their activities for schools, colleges, community groups and general visitors to the University throughout the academic year. These particular activities are usually held on campus. Band A ambassadors help facilitate activities designed to support outreach, recruitment and subject-based activity, organised by professional service departments and academic schools.

#### **Key Accountabilities / Primary Responsibilities**

All ambassadors must be enthusiastic about the benefits of University life and eager to share their learning and experience with others.

The primary responsibility of ambassadors employed under Band A contracts is to provide an informative and valuable experience for visitors to the University, representing HE and the University of Kent in a positive light.

Band A ambassadors are required to talk to, and inspire, potential students and their parents/carers and teachers. They support activities designed to encourage and motivate individuals to consider their future options, including application to higher education, the range of courses and study opportunities available in HE and issues surrounding student life. Band A ambassadors must be enthusiastic, mature in their approach and be able to inspire and engage potential students of all ages. They must be able to use their initiative when working alone but also thrive in a team environment.

#### **Internal & External Relationships**

Band A ambassadors work with a range of people, from external visitors to the University, to University of Kent staff co-ordinating activities and staff from academic schools.

#### **Key duties**

Depending on the recruiting department (including their needs and the role that they have been employed in under the band), Band A ambassadors might be working in one or more of (but not limited to) the following roles:

- Assisting on outreach, recruitment or subject-focused campus visits, including leading campus tours.
- Assisting with University of Kent Applicant Days, providing information to new undergraduates and their families, including leading campus tours.
- Assisting on University of Kent Open Days, providing information to potential applicants.
- Working on outreach-related residential summer schools, looking after the wellbeing, and raising the aspirations of, visiting students staying on the campus.

## **BAND B**

**Salary: £11.76 per hour**

### **The Role**

Students employed in roles relating to the Band B ambassador contract work on a range of (primarily outreach) duties, assisting University of Kent staff with their activities in a variety of settings, including: schools; colleges; local community venues; and also with potential applicants to the University of Kent, throughout the academic year. These activities usually take place at educational and community locations, and occasionally at HE or information fairs/open events, in Kent and Medway. Within these settings, Band B ambassadors support University staff by providing guidance to motivate and inspire individuals and target groups. They help facilitate activities designed to support learners or potential learners in assessing the options open to them, including further and higher education and the University of Kent, where appropriate. If employed as a Community Partner Intern, Band B ambassadors might also be involved in research, administrative support and project development for the University's community partners.

### **Key Accountabilities / Primary Responsibilities**

All ambassadors must be enthusiastic about the benefits of University life and eager to share their learning and experience with others.

Band B ambassadors are required to work autonomously, to use their initiative in unfamiliar settings and ensure that higher education options and the University of Kent are represented positively and accurately to a range of groups. They are expected to work independently and find effective methods of working in any arising situation in their work away from the University. They are expected to act responsibly and maturely, utilising excellent communication skills. They are expected to raise aspirations and provide encouragement to potential learners.

Band B ambassadors talk to, and inspire, potential students and their parents/carers and teachers. They support activities designed to encourage and motivate individuals to consider their future options, including application to higher education, the range of courses and study opportunities available in HE and issues surrounding student life. Band B ambassadors must be enthusiastic, mature in their approach and be able to inspire and engage potential students of all ages. They must be able to use their initiative when working alone but also thrive in a team environment.

### **Internal & External Relationships**

Band B ambassadors work with a range of people, including University of Kent staff, students and staff at the University's partner educational institutions and a range of community partners.

### **Key duties**

Depending on the recruiting department (including their needs and the role that you have been employed in under the band), Band B ambassadors might be working in one or more of (but not limited to) the following roles:

- Assisting UoK staff on outreach or subject-focused work in educational institutions, where students undertake a task or there is a learning outcome. Leading small groups of students through assigned tasks.
- Helping to manage a stand at HE fairs, open events or parents evenings in a range of venues, answering general questions about both HE and the University specifically.
- Assisting community partners on a variety of short-term projects by offering administrative and research support in a professional work environment.

### Person specification for Band A and B Outreach Ambassadors

The person specification details the necessary skills, qualifications, experience or other attributes needed to work with the Band A and B. Applications are assessed against each of the criteria either at application or interview stage.

	Essential	Desirable
<b>Qualifications</b>		
A first degree completed, or currently being undertaken	X	
<b>Knowledge:</b>		
Knowledge of the University of Kent	X	
Understanding of higher education, UCAS admissions procedure and available financial support	x	
<b>Skills</b>		
Flexibility – able to adapt to different working environments and roles	X	
Strong organisational skills and the ability to carefully follow instructions	X	
Confidence and sensitivity to interact with a wide range of individuals	x	
Ability to work on own initiative	x	
Excellent communication skills	x	
Ability to work autonomously in a professional and mature manner	x	
Ability to communicate effectively with various age groups, including primary and secondary students	x	
Ability to adapt maturely and take responsibility in external environments	x	
<b>Additional Attributes</b>		
Punctual and reliable	x	

Highly motivated and flexible	x	
Responsible	x	
Professional, mature attitude	x	
Enthusiastic about University Life	x	
<b>Experience</b>		
Experience of working with young people and/or adult learners		X
Experience with working in an educational/support role		X
Experience of working in a widening participation setting		x

## **BAND C**

**Salary: £14.83 per hour**

### **The Role**

Students employed in roles relating to the Band C ambassador contract work on a range of (primarily outreach) duties, assisting University of Kent staff with their activities in a variety of settings, including: schools; colleges; local community venues; and also with potential applicants to the University of Kent, throughout the academic year. These activities take place on or off campus, at educational and community locations.

Within these settings, Band C ambassadors can be responsible for a range of duties from: delivering pre-written materials to learners; devising and delivering subject-focused materials to learners; supporting University staff in the organisation and delivery of events, including supervision of ambassadors; assisting University staff with evaluation of activities; providing prolonged aspiration-raising and/or subject tutoring to learners; and providing mentoring as part of the University's Child in Care provision.

### **Key Accountabilities / Primary Responsibilities**

All ambassadors must be enthusiastic about the benefits of University life and eager to share their learning and experience with others.

Band C ambassadors facilitate and run activities designed to support and inspire learners or potential learners in assessing the options open to them, including application to higher education, the range of courses and study opportunities available in HE and issues surrounding student life.

Band C ambassadors are required to work autonomously, to use their initiative in unfamiliar settings and ensure that higher education options and the University of Kent are represented positively and accurately to a range of groups. They are expected to work independently and find effective methods of working in any arising situation in their work away from the University. They are expected to act responsibly and maturely, utilising excellent communication skills while liaising with staff from partner institutions and University departments. They are expected to raise aspirations and provide encouragement to potential learners.

Band C ambassadors are required to have strong leadership skills, displaying diplomacy, empathy and confidence in their relationships with other ambassadors, learners and staff. Band C ambassadors have excellent knowledge of higher education, strong public speaking skills and a high level of professionalism. They possess excellent facilitation skills, together with an awareness of safeguarding issues and procedures. They have strong tutoring skills and an ability to motivate target groups and individuals. Band C ambassadors must be enthusiastic, mature in their approach and be able to inspire and engage potential students of all ages.

### **Internal & External Relationships**

Band C ambassadors work with a range of people, including University of Kent staff, students and staff at the University's partner educational institutions and a range of community partners.

### **Key duties**

Depending on the recruiting department (including their needs and the role that they have been employed in under the band), Band C ambassadors might be working in one or more of (but not limited to) the following roles:

- Delivering a range of pre-written talks, presentations and workshops on campus or in schools and colleges.
- Assisting Uok staff by investigating the effectiveness of events and initiatives run by the Partnership Development Office, including chairing, note-taking and report writing for focus groups and other research methods.
- Providing specific and prolonged aspiration-raising support to students, which might also involve subject-specific tutoring.
- Devising and running subject-specific sessions over a variable number of weeks, in partner institutions.
- Supporting staff in the Partnership Development Office in the organisation and delivery of events: including supervising ambassadors; delivering informational talks and workshops; facilitating engagement between staff, visitors and ambassadors; and contribution to ambassador social programme.
- Mentoring young people from a care background on a regular basis and devising, with direction from the student and support from a supervisor, a programme of mentoring sessions that could cover a variety of topics such as: applying to university; career choices; study skills; or simply raising their aspirations and offering motivation.

### **Person specification for Band C Outreach Ambassadors**

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out roles within Band C. Applications are assessed against each of the criteria either at application or interview stage.

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
A first degree completed, or currently being undertaken	X	



<b>Knowledge:</b>		
Knowledge of the University of Kent	X	
Understanding of higher education, UCAS admissions procedure and available financial support	X	
<b>Skills</b>		
Flexibility – able to adapt to different working environments and roles	X	
Strong organisational skills and the ability to follow instructions	X	
Confidence and sensitivity to interact with a wide range of individuals	X	
Ability to work on own initiative	X	
Excellent communication and presentational skills	X	
Ability to work autonomously in a professional and mature manner	X	
Ability to communicate effectively and tactfully with various age groups, including primary and secondary students	X	
Ability to adapt maturely and take responsibility in external environments, using sound judgment	X	
<b>Additional Attributes</b>		
Punctual and reliable	X	
Highly motivated and flexible	X	
Responsible	X	
Professional, mature attitude	X	
<b>Experience</b>		
A minimum of a year's experience and a minimum of 15 different activities undertaken as an ambassador at the University of Kent	X	
Experience with working in an educational/support role	X	
For EAR role – Excellent: MS office; oral and written communication; research skills; aptitude and enthusiasm for data analysis; excellent attention to detail; good listening skills; and clear	X	

understanding of PDO's work with partner groups		
For the Lead role – leadership skills and supervision of staff		X
For HE Support and Subject role – Excellent teaching skills	X	
Experience of working in a widening participation setting		X