Job description

Date Reviewed: 2019

Faculty/Directorate: Marketing and Communications

Department: UK Recruitment and Partnerships

Title of post: Student Ambassador

Grade of post: 3

Post number: 

FT or P/T: Casual

Permanent/Temporary: Fixed term, 1 year

Principal location of work: Headington Campus

Immediate line manager: Student Ambassador Coordinator

Staff managed: None

Qualifications required for post: Must be a current Oxford Brookes University student.

Experience required for post: Experience of customer service or working with young people would be an advantage.

Overall purpose of post:

The Student Ambassadors will contribute to the delivery of the University’s recruitment and widening participation strategies by representing the University during on-campus recruitment events, including Open and Applicant days, delivering campus tours and supporting off-campus events in schools and colleges, as well as supporting ad hoc activity including enrollment and graduation.

Core elements of the Student Ambassador role that are compulsory include undertaking training, delivering campus tours and taking part in Open and Applicant days. All other duties are elective.

Main duties:

1. Undertake initial and ongoing mandatory training in customer service, working with young people and safeguarding, as directed by the Head of WP and Recruitment.
2. Support Open and Applicant days as a student representative of the University, undertaking a range of roles including: campus tours, welcome and register visitors, answer questions, signpost visitors, provide general support with event delivery. Minimum attendance required at open and applicant days of three events.

3. Provide campus tours as part of University recruitment and widening participation events.

4. In all areas of work, provide accurate information and a friendly and professional service for prospective students and their guests.

5. Support the UK Recruitment & Partnerships Team’s programme of on campus school and college visits by:
   a. supervising and facilitating small groups of students
   b. providing information on all aspects of higher education
   c. acting as a positive role model
   d. conducting campus tours
   e. supervising students during residential summer schools

6. Represent the University at higher education and UCAS fairs, providing accurate information to prospective students.

7. Support in the creation of Student Life presentations and deliver Student Life presentations as part of open and applicant days, school visits and other ad-hoc events.

8. Provide staffing cover for the Enquiry Centre desk which includes:
   - welcoming and directing visitors
   - answering calls and handling or forwarding enquiries as appropriate
   - answering email enquiries

9. Support the UK Recruitment & Partnerships Team’s programme of visits to schools and colleges, working with students aged 7 - 19 to raise aspirations and promote higher education by:
   a. supervising and facilitating small groups of students
   b. providing information on all aspects of higher education
   c. acting as a positive role model
   d. acting as a mentor

10. Under supervision, undertake office tasks including data entry, prospectus packing, creation of workshop resources and event organisation.

11. Represent specific faculties and other University departments at events within the capabilities, competencies and experience of the post holder.
12. Any other duties that fall within the scope of the post as allocated by the line manager or members of the UK Recruitment and Partnerships management team, within the capabilities, competencies and experience of the post holder.

**Continuing as a Student Ambassador**

Student Ambassadors who complete 30 hours over the year will automatically continue as a Student Ambassador the following year. Any Student Ambassador who does not complete 10 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. Any Student Ambassador who completes between 10 and 30 hours will be asked to attend refresher training at the start of the following academic year. 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.

To confirm: working as a Student Ambassador for your academic department will count towards your hours worked for the Student Ambassador scheme.

**Uniform**

All ambassadors will be provided with a uniform consisting of a t shirt, hoodie and badge, and are required to wear their uniform when acting as a Student Ambassador. Jackets for external work will be provided as required. Please note, if you lose any item of your uniform, you will be required to pay for a replacement.

**Closing date:**

**Application process**

The application form is available online here.

The successful applicant will need to be subject to a background disclosure check by the Disclosure and Barring Service (DBS) before any appointment can be confirmed. A copy of the CRB Codes of Practice concerning background checks are available for all applicants, upon request.
Person specification

**Directorate of Marketing and Communications** - UK Recruitment and Partnerships

**Title of post:** Student Ambassador

**Salary:** £ p/hour

### Person Specification

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<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Education/Training</td>
<td>Current Oxford Brookes University student</td>
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<tr>
<td>Experience</td>
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<td>Customer service experience</td>
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<tr>
<td>Knowledge</td>
<td>Thorough knowledge of Oxford Brookes University and opportunities available such as societies, sport etc Knowledge and understanding of Higher Education</td>
<td>Awareness of the barriers faced by young people from groups 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 presentation or public speaking to a range of audiences</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 team player</td>
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<td>Customer care skills</td>
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<td><strong>Special Requirements</strong></td>
<td>Prepared to travel, and to work flexibly with evening and occasional weekend work and overnight stays</td>
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<td><strong>5. Other</strong></td>
<td>Successful and satisfactory background check received from the Disclosure and Barring Service, after interview and before appointment</td>
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