Student Ambassador Job Description

Job Title: Student Ambassador, Plymouth University

There are two main aspects of the Student Ambassador Scheme, each with differing responsibilities:

- Central Ambassadors
- Subject Specific Ambassadors

Central Ambassadors

Role: The role of the Central Ambassadors is to work as part of a highly motivated professional team supporting a variety of departments across Plymouth University at recruitment and other on-campus university wide events. This includes but is not limited to Open Days, Arrivals Weekends, Applicant Days, Interview Days and other city and campus-wide engagement activities. Central Ambassadors are also offered the chance to work campaigns such as Confirmation and Clearing and other opportunities to gain administrative experience on campus.

The Student Ambassador role is an excellent opportunity to gain some valuable work experience and develop your personal and professional skills. The University will provide training opportunities throughout the year to post-holders to encourage skills development and increase employability.

Responsibilities: Student Ambassadors are in a position of trust, liaising directly with the public and often have responsibility for University rooms and equipment. Ambassadors are often the first people that guests of the University meet and as such are responsible for the excellent first impression that they will receive of the University. Student Ambassadors are also responsible for providing excellent customer service and for providing accurate information about the University from a student perspective, directing visitors and giving them relevant knowledge of Plymouth University and its facilities. You may also be required to complete other reasonable tasks within this role.

Commitment required: This post is completely flexible around your academic studies as academic commitments should come first. Events are organised and take place frequently but often there will be ad-hoc events that come up at irregular intervals throughout the term. Post-holders are informed of events taking place throughout each semester and can sign up to work as desired. Once you have signed up to work at an event, you have committed yourself to attending. Plenty of notice must be given if you are unable to work. International Students on tier 4 study visas should ensure that they are not working more than the maximum number of hours as detailed on their visa during term-time.

Special Conditions: Post-holders who persistently fail to give notifications of absence from an event or who exhibit behaviour that is unprofessional in any sense may cease to be retained as a Student Ambassador after three violations. This condition may be waived if the post-holder can provide evidence of extenuating circumstances.

Subject Specific Ambassadors

Role: As well as the roles of Central Ambassadors, Subject Specific Ambassadors are required to provide information regarding their own degree programme to guests of Plymouth University including prospective students with an interest in that specialism. They work with academic staff and other members of the school/faculty at a variety of on-campus events and may be asked to represent the University at events off campus where necessary.

Responsibilities: As well as the general responsibilities of Central Ambassadors, Subject Specific Ambassadors are responsible for providing a student’s perspective of studying their degree programme at Plymouth University and are responsible for encouraging prospective students to consider Plymouth University as an education provider.

Commitment required: As above

Special Conditions: As above
### Section 2. Person Requirements

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| **Education/Qualifications** | • Current student (undergraduate/postgraduate) at Plymouth University or partner college  
• Students progressing into their *penultimate* or *final year* in 2016 or looking to pursue a postgraduate discipline in 2016/17 | • Experience of working with a variety of people from different cultures, backgrounds and ages  
• Experience of working in an information-providing capacity  
• Experience providing customer service |
| **Experience**            |                                                                          |                                                                          |
| **Skills/Abilities**      | • Excellent verbal communication skills  
• Ability to present to groups of people  
• Ability to work alone or as part of a team  
• Ability to use your own initiative  
• Excellent customer service skills  
• Knowledge of PU and courses available (Outreach/Tier 1 projects)  
• Experience of using PowerPoint and presenting to groups (Outreach/Tier 1 projects) | • Knowledge of the Education System  
• Knowledge of the University  
• Knowledge of the city and surrounding areas  
• Experience of working with young people (Years 7-13) (Outreach/Tier 1 projects) |
| **Personal Attributes**   | • Effective team work skills  
• Responsible  
• Reliable  
• Organised  
• Excellent Time Keeping skills  
• Approachable  
• Full Enhanced DBS Check from Plymouth University (for Outreach work and School Visits in specific projects) | • Driving licence (Outreach/Tier 1 projects) |
Section 3. Other Projects

As well as Central Ambassador work at events, there are a number of additional projects that are offered through the Ambassador Scheme that you can be involved with. You do not have to sign up to any of these projects and we typically recommend signing up to no more than two. Some of these projects are currently underway for the present academic year but you can register your interest now and the Project Leaders will contact you about training dates throughout the year.

Below is a very brief description about each of the projects available. You can also download a Job Description for the Outreach (Tier 1) Work from our website for more details

**Outreach (Tier 1) Work (Commencing September 2016)**

A range of work at schools and colleges both local and across the UK, including talks in schools about your experiences at university, UCAS/HE/careers fairs, campus visits and assisting in workshops relevant to certain subjects. Requires full enhanced DBS Check. For more information, please download the separate Outreach Job Description from the Student Jobs website.

**Devon Collaborative Outreach Network (Commencing Summer 2016)**

Working in secondary schools in Devon (some schools in SE Cornwall and some in Somerset). Working with Y8-11 doing outreach but representing Plymouth College of Art and University of St Mark & St John as well as Plymouth University. Delivering talks and workshops to classes to raise aspirations and awareness of what HE can offer, at schools and on campus. Workshops using Careerpilot website to promote careers and employability and routes in to HE. Some school careers fairs promoting courses/opportunities available at the 3 partner institutions. E-mentoring projects are also included; as mentors you will work remotely with 1-3 mentees from years 9–11. Your role will be to act as a sounding board and to help improve their skills in areas that can benefit them, such as study skills and time management. You will be given full training on using the E-mentoring platform and your role as a mentor.

**Raising Aspirations through Higher Education (RAHE)**

Working with secondary schools from rural and coastal areas in Devon, Cornwall and Somerset so they have a clear route to access resources, information, events, digital literacies and activities that will raise the aspirations of their young learners into higher education. We aim to have an on-going relationship with over 80 schools in the region, but will begin our efforts by focusing on the following schools: Budehaven Community School, Cullompton Community College, Holsworthy Community College, The Ilfracombe Academy, Launceston College, Okehampton College, Treviglas and Wadebridge.

**Children’s University**

Working in Primary Schools to encourage children to participate in the scheme through assembly talks, attending events and delivering workshops.

**Campus Tour Ambassadors**

To conduct Campus Tours on an Ad Hoc basis (typically fortnightly) to potential students and guests for the Conversion Events Team. Student Ambassadors are required to provide a scripted comprehensive tour of the University grounds, have a proactive attitude and be able to communicate with people from a wide demographic. Applicants must have excellent customer service skills, be able to use own initiative as well as the ability to sign-post and troubleshoot enquiries from the general public effectively.