

Professional service grade

Job description

London Met school/dept:	Outreach and London Engagement		
London Met section:	Outreach and London Engagement Team		
London Met unit:			
Job title:	Student Ambassador		
Post reference no:		Effective revised:	10/09/2019
Grade:	London Living Wage		
Report to:	Widening Participation and Outreach Manager		
Responsible for:		Direct reports:	
Job purpose:			
<p>London Metropolitan University Student Ambassadors work on a variety of exciting activities aimed at prospective students and those under-represented in Higher Education from the various boroughs all over London and beyond. Their purpose is to represent the University in these events and help facilitate the activities.</p>			
Key areas:			
<p>As a Student Ambassador, a key aspect of your work will be to work with the Outreach and London Engagement Team and the UK Recruitment Team by providing support for events and visits to and from school/colleges and within the community.</p> <p>With the Outreach and London Engagement Team you will encourage and motivate learners who may not have a family background of higher education and may be unaware of the range of possibilities open to them. You will try to help learners become more aware of their ability to succeed and offer an insight into the wider range of higher education opportunities available, along with the range of courses and opportunities London Met offers. As a Student Ambassador you will be trained to act as a positive role model for learners and you will be asked to facilitate and deliver a range of activities within the university as well as schools, colleges and other community locations across London.</p> <p>Student Ambassadors support the UK Recruitment Team by representing the University to prospective students, advisors and parents/guardians at such events Open Days, HE and UCAS Fairs etc. This may be on campus or at external locations within London or even other UK cities.</p> <p>You will apply for Student Ambassador jobs offered by the Ambassador Coordinator at London Met and will be allocated jobs accordingly. The work you do will usually take place at the University or external locations such as school/ colleges or within the community. The work could be a one-off activity such as Taster Days or HE Fairs, or longer programmes such as Saturday Clubs, Mentoring Programmes etc. that will demand your commitment from several weeks up to a whole academic year. You should not agree to any work (particularly mentoring or longer programmes) if you cannot commit yourself for the duration.</p>			

Main duties and responsibilities:**The postholder will:**

You may choose jobs which contain the following duties and responsibilities:

- Delivering presentations on all aspects of higher education to large and small groups
- Facilitating workshops and exercises based on promoting higher education and life at university
- Subject-specific help and providing additional curriculum support
- Work with students to begin their awareness of university
- Mentoring individuals or small groups to provide subject specific or pastoral support.
- Talking to prospective students or their parents/guardians at school events and parents' evenings e.g. HE fairs
- Working on Saturday clubs
- To assist with open events and taster days
- Conducting tours of the University buildings/facilities
- To perform other tasks e.g. office administration, data entry or faculty based activities upon request

Miscellaneous:

1. Exemplify and promote the values of the University. Have a strong commitment to coaching and developing; working cooperatively with colleagues; valuing the contribution of others and sharing knowledge and expertise.
2. Undertake other duties of a reasonable nature, as may be determined by the postholder's supervisor from time to time, in consultation with the postholder.
3. Carry out all duties in accordance with the University's Equal Opportunities Policy and other policies designed to protect members of staff or students from harassment. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards members of staff, students, visitors or members of the public. The postholder should also counteract such practice or behaviour by challenging or reporting it.
4. Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the University's Health and Safety Policy, Codes of Practice and local rules.
5. Co-operate with the line manager or any other person with specific responsibility for health and safety, to enable the University's responsibilities under the Health and Safety at Work Act to be performed.

Review clause:

This is a description of the job as it is presently constituted. It is the University's practice to periodically examine job descriptions and to update them to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes. This procedure is conducted jointly by each manager in consultation with the individual whose job description is being reviewed. All staff are expected to participate fully in such discussions. When a manager seeks to amend or vary the job description it will seek to do so with the agreement of the employee, giving consideration to any representations s/he may wish to make. Where agreement is not possible, the manager will confirm the changes to the job description to the employee in writing, together with the date on which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means is appropriate. Where changes are made to a job description, consideration will be given to whether the post should be subject to re-evaluation under the University's job evaluation scheme, depending on the extent and scope of the changes.

Special features:

The University will require the appointee to undertake an enhanced Disclosure and Barring Service (DBS) Check prior to employment commencing. The DBS clearance will be sought by University.

Does this post include any of the following:

Please select Yes or No in each case

Some cross-campus travel	Yes
Regular cross-campus travel	Yes
International travel	No
Lifting loads in excess of 5kg	Yes

Please consider any of these features when completing the Risk Identification form.

Person specification

Key					
How identified				Rank	
AF	Application form	I	Interview	E	Essential
AFI	Application form and interview	T	Test	D	Desirable
AFT	Application form and test	P	Presentation		
Attributes		Relevant criteria		How identified	Rank
1. Relevant experience		<ul style="list-style-type: none"> • Experience of communicating with diverse groups • Knowledge/awareness of widening participation objectives • Experience of working in a customer service environment • Previous clerical or administrative experience 		AFI I AFI A	D D D D
2. Education and training		Current student at London Metropolitan University		AFI	E
3. General and special knowledge		<ul style="list-style-type: none"> • Postholder must be aware of the challenges that face diverse groups and those from widening participation backgrounds when making their transition to Higher Education. • Be prepared to train to increase course and qualifications knowledge. 		I AFI	E E
4. Skills and abilities		<ul style="list-style-type: none"> • Have an enthusiasm for working with people from various age groups and experiences. • A positive role model. • Be prepared to train 		I AFI I	E E E

Key					
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AF	Application form	I	Interview	E	Essential
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AFT	Application form and test	P	Presentation		
Attributes		Relevant criteria		How identified	Rank
		<ul style="list-style-type: none"> • Have well-developed communication skills, both written and oral. 		I	E
		<ul style="list-style-type: none"> • Able to provide people with the benefits of your experience of life, school, university and work. 		I	E
		<ul style="list-style-type: none"> • Ability to work effectively on your own and to lead a group of younger learners 		I	E
		<ul style="list-style-type: none"> • The ability to exercise confidentiality and discretion. 		AFI	E
		<ul style="list-style-type: none"> • Excellent organisational and time management skills. 		AFI	E
		<ul style="list-style-type: none"> • Ability to display enthusiasm about Higher Education and its benefits. 		AFI	E
		<ul style="list-style-type: none"> • Ability to reflect and record experiences reliably and clearly. 		AFI	D
		<ul style="list-style-type: none"> • IT skills 		AFI	D
		<ul style="list-style-type: none"> • Accuracy and attention to detail 		AFI	E
		<ul style="list-style-type: none"> • Ability to liaise effectively with academic and other administrative staff 		AFI	E
		<ul style="list-style-type: none"> • Ability to assimilate information and follow procedures accurately 		I	E

Key					
How identified				Rank	
AF	Application form	I	Interview	E	Essential
AFI	Application form and interview	T	Test	D	Desirable
AFT	Application form and test	P	Presentation		
Attributes		Relevant criteria		How identified	Rank
		<ul style="list-style-type: none"> Ability to work under pressure The ability to promote London Metropolitan University enthusiastically A calm and good tempered personality. Good work ethic showing professionalism and initiative. Have an appreciation of equal Opportunities issues. 		AFI	E
				AFI	E
				AFI	E
				AFI	E
				AFI	E
5. Special requirements		A strong commitment to: <ul style="list-style-type: none"> the University's values, mission and strategic plan; a "coaching and developing" approach when dealing with colleagues and students; and working collegially; valuing the contribution of others and sharing knowledge and expertise. 		I	E
		DBS clearance		AF	E
<p>In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications (long list) which meet all of the essential criteria, we will then use the desirable criteria to produce a short list.</p>					

Risk identification form

(For employment health assessment purposes only)

The University's OH Service uses this information to decide whether a health assessment of the new member of staff is required for safety reasons or to meet statutory requirements. For advice on how to complete this form please contact the OH Service (londonmet@ohworks.co.uk)

This job involves	Please select Yes or No	Guidance
Working with babies or young children	No	Answer ' Yes ' for work involving contact with pre-school children e.g. Early Years Education Centre or a nursery.
Working with hazard group 2 or 3 pathogens including work with unscreened blood	No	Answer ' Yes ' if the person will be directly involved in handling cultures of hazard; Group 2 or 3 pathogens; or handling samples which may contain such pathogens e.g. unscreened human blood or serum.
Work requiring health surveillance	No	Health Surveillance may be required for regular work with solder, epoxy resins, glutaraldehyde or other particularly hazardous chemicals, machining of hardwoods or regular exposure to noise in excess of 85dbA. This will be dependent on a risk assessment for the work activity. If there is no current surveillance programme set up for the work which you think requires surveillance contact the Safety and Environment Office or the OH Service to discuss this.
Driving University vehicles	No	Answer ' Yes ' if the person is regularly required to drive a vehicle in order to carry out their duties. Includes mechanised pallet trucks, forklifts etc.
Night working	No	Answer ' Yes ' if the person is working on a regular basis between the core hours of 22.00 and 06.00.
Fieldwork or travel abroad on University business	No	Answer ' Yes ' if the person will be required to travel abroad on University business.
Food handling	No	Answer ' Yes ' if the work will involve touching unwrapped food to be consumed raw or to undergo further cooking. Answer ' No ' if the foods handled are drinks or wrapped e.g. packaged sandwiches and biscuits.
Safety-critical work	No	Answer ' Yes ' if the job regularly requires work which poses significant risk of injury to oneself or others in the event of sudden illness or loss of function by the person carrying out the work e.g. operating heavy lifting equipment, operating workshop machinery, work at height, direct handling of chemicals posing risk of significant injury or harm if spilt. Answer ' No ' if such work will only occur occasionally. Laboratory based work will not usually be classed as safety-critical unless it includes one or more of the features above.
Other work requiring health clearance	No	Answer ' Yes ' if the job will require health clearance to meet the requirements of a joint employer or for a work placement or collaborative working with another institution. The OH Service will contact the manager for further information.