

STUDENT AMBASSADOR

School/Department summary

Student Ambassadors are employed by the School and College Liaison Team (SCL) in the first instance but work to support many departments across the University.

Job Description

Job Grade: Grade 2

Hours are flexible week to week and will suit most timetables. Ambassadors can choose which shifts they want to work and there is no minimum number of hours required per week.

International students who attend the University on a Tier 4 Visa will be permitted to limit their working to 20 hours per week.

Job Purpose

To represent Loughborough University to a range of external stakeholders by assisting with events and participating in initiatives delivered by the University's Marketing and Advancement department. This is predominantly with the School and College Liaison Team, the Events Team and wider Marketing and Advancement department though opportunities do arise in other teams.

These events and initiatives contribute to the University's student recruitment strategy and include outreach to young people in schools and colleges, and activities which support the promotion of the Loughborough University experience.

Loughborough University provides current Loughborough students (both undergraduate and postgraduate) with a number of opportunities to undertake paid work and develop employability skills while getting involved in the University's activities with prospective students and young people.

Student Ambassadors represent Loughborough University by:

- * Acting as Ambassadors for Loughborough
- * Providing positive role models to those thinking of studying at university
- * Supporting the smooth running of university event

The opportunities available include working with prospective students both on campus and in schools/ colleges at events such as Open Days and campus visits. Ambassadors may also have the opportunity to work on events and activities encompassing the wider Marketing and Advancement department, including graduation, events for philanthropy, marketing activities through specific telephone and online campaigns, content creation for social media and other marketing activities across the year.

As well as work in the wider University, for example, with our Catering Team supporting major sporting events, fine dining dinners and drinks receptions.

Job Duties

The Student Ambassador role is varied and offers the opportunity to enhance your personal development and gain a range of skills.

Main activities and duties

As a Student Ambassador you will represent, promote, and enhance the reputation of Loughborough University to prospective students and their influencers through a range of initiatives and events both on and off campus. This includes working with young people on campus, in schools and colleges, and the wider community to raise their aspirations and widen participation to Higher Education.

The principal duties and responsibilities are as follows:

1. Represent the University in a competent and professional manner in all dealings with beneficiaries and customers.
2. Maintain a welcoming and inclusive atmosphere for all visitors to the University / event participants.
3. Proactively provide practical support to University staff running events. This may include University Open Days and similar large-scale events e.g. helping set-up, welcoming visitors, facilitating campus tours, answering questions, giving directions and assisting with registration.
4. Discuss and share experience of own education, past and present, thus acting as a positive and enthusiastic role model for Higher Education and student life. This could include giving presentations to groups of students / parents / teachers about aspects of university student life, taking part in student Q&A sessions or creating a range of digital content about your experience such as TikToks, Instagram reels, blogs and vlogs.
5. Participate actively in all sessions and activities, as directed by the Event / Project Lead. Assist with and contribute to discussions with groups of students / parents / teachers. This is usually face to face, but in specific circumstances may be delivered over the telephone or online.
6. Be aware of University policies and procedures including Safeguarding Children, Data Protection, Consumer Rights and Manual Handling.
7. Student Ambassadors will be required, from time to time, to fulfil other duties as appropriate to their skills. In some circumstances, this work will be for other departments in the University.

Points to Note

This is a great scheme for you if you:

- Feel positive about Higher Education and want to raise others' awareness.
- Are proud of the 'Loughborough Experience' and want to share your enthusiasm with prospective applicants.
- Recognise that people need help and guidance in making important decisions.
- Enjoy working with young people and want to feel involved with your local community.
- Require flexible working hours to fit in with your studies.
- Want to develop your communication and interpersonal skills, enhancing your CV and increasing your employability.

Note: Successful applicants are required to attend post-selection compulsory training in order to become a Student Ambassador.

Special Conditions

Student Ambassadors are required to sign a Code of Conduct which covers issues relating to reliability, working with and safeguarding young people, professional standards, and consumer rights.

Transport to events external to Loughborough University will be provided, unless stated.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Organisational Responsibility

Reports to the Student Recruitment Project Officer overall.

You will report to the Event Lead for each event and take your briefing and instruction from them.

Person Specification

Applicants are strongly advised to answer the question included in the job advert and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1. Application form with questions asked
2. Video submission or alternative task

Essential Criteria

Area	Criteria	Demonstrate in Question	Stage
Experience			
Skills and abilities	Enthusiastic about Higher Education and the student experience, including a pride in studying at Loughborough.	Q1	1, 2
	An excellent communicator who can tailor information to suit the relevant target audience.	Q2	1, 2
	Able to take the initiative and problem solve independently.	Q2	1
	Able to relate to and empathise with people from a wide range of backgrounds and age groups.	Q2	1, 2
	A team player who can take instruction and work with others to achieve a common goal.	Q3	1
	Impeccable time management: reliable and punctual.	Q4	1
Training	Commitment to attend the compulsory training courses (approx. 2 hours duration). It should be noted that participation in the initial training is considered part of the selection process and ambassadors are not eligible to undertake any work as part of the scheme unless they complete this training.		
Other	This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions where applicable.		

Desirable Criteria

Area	Criteria		Stage
Experience	Experience of working with young people	Q5	1
	Experience of working in a customer facing role	Q5	1
	Experience of public speaking, giving presentations and/or creating content.	Q5	1, 2
Skills and abilities	Fluency in a language other than English	Q5	1

Conditions of Service

Please note that the availability of work will vary week to week, and is not guaranteed, but Student Ambassadors usually value the flexibility this offers. Students are discouraged from working more than 16 hours per week, during term time.

International students who attend the University on a Tier 4 Visa will be permitted to limit their working to 20 hours per week.

Payment

Student Ambassadors are casual workers, paid **£12.82 per hour of work** completed (including holiday remuneration). Payment is made once a month (on the last working day of each month) through the University's Finance Office.

Please note we may decide not to proceed with your application, or a job offer, if we receive confirmation from University Security or Loughborough Student Union that they have taken formal disciplinary action with you during your time as a student at Loughborough. This information will be shared only for the purpose of student ambassador recruitment and will be deleted by the recruiting manager once the campaign is completed.

Informal Enquiries

Informal enquiries should be made to Hannah Eickmann, Student Recruitment Project Officer by email at: h.eickmann@lboro.ac.uk or by telephone on 01509222511.

Applications

In 2024 the online application is open for 3 weeks in September to October. After this we will shortlist applications and those successful will be invited to Stage 2 which will be a video submission. If you feel as though a video submission will not reflect your skills, please contact h.eickmann@lboro.ac.uk who will discuss alternatives after being shortlisted. Choosing this option will not affect your position in the process.