Post/Job Title:	**Student Leader (M&C)**
Location:	**Any University location/occasionally off-campus (UK-wide)**
School/Professional Service:	**Marketing & Communications**
Duration if temporary:	**Contract ends 31 August 2017**
Normal hours per week:	**Variable (Casual Student Worker)**
Rate:	**£9.20 per hour (plus a sum for a holiday pay, £1,23, per hour)**
Accountable to:	**Student Leader Supervisor**
Special conditions:	**Occasional off-campus working and UK-wide travel.**

Job Purpose

Student Leaders (M&C) play an important role in the University's Marketing & Communications department and all of our activity. The postholder(s) will be part of the UK Student Recruitment & Outreach extended team of Student Leaders, working in schools, academies & colleges delivering workshops, activities and events. Your role will be pivotal to creating inspiring learning opportunities, and to share your experiences of Higher Education (HE), and of Bournemouth University (BU) specifically.

You will have some experience of working with young people or vulnerable groups, with a passion to represent HE and your subject-area in-particular.

What we're looking for

We've provided some of the main responsibilities of the role below, and included some specific information about particular projects. When you're writing your application, we'll expect you to refer to the Person Specification and to respond to these points reflecting the roles & responsibilities of the projects you're applying for. Wherever possible, please give details of your previous work experience, volunteering or other duties to demonstrate how you meet the Person Specification.

Main Responsibilities

1. Take a lead role in outreach & student recruitment activities in hosting & facilitating groups of students, parents and guests representing HE & BU, and occasionally acting as a team leader for other Student Ambassadors and Student Leaders working at these events.

2. Represent your faculty, course or subject area when working with groups of all ages, for pre-16 groups in schools & colleges, and post-16 students making their decisions.

3. To lead the delivery of general and targeted workshops, activities, presentations and content to a wide range of audiences, particularly young people, both on your own and as part of a group, ensuring they are interactive, inspiring and engaging.

4. Support BU's efforts to evaluate and monitor the success of our activities and interventions, including considering the success measures and opportunities for continued improvement in your workshop planning.

5. Supervise groups of students in on & off-site activities, including managing appropriate behaviour through the establishment of ground rules and escalating to senior staff when appropriate.

6. At all times to consider the health & safety, wellbeing and any safeguarding issues as part of your role and the specific needs of groups you're working with, including to abide by the relevant University policies and to escalate concerns & incidents promptly.

7. Act as an Ambassador of the University and to represent BU at external events & functions on behalf of BU staff who may be unable to attend due to another event.

8. Conduct campus tours for visiting students, parents and visitors to the university at open days and a wide variety of other events, including occasionally for VIP visitors to BU.

9. Ensure an excellent visitor experience for the general public, external visitors, conference delegates, dignitaries and other VIPs when working at BU events and conferences.

10. To undertake any relevant training sessions as part of your role, including to abide by all relevant policies & procedures and to remain up to date with BU, HE, policy and specific information, and in-turn to disseminate this to the groups you work with.

11. Signposting students, visitors and other groups to the many sources of specialist information, such as the Student Loans Company, UCAS and BU staff when appropriate, particularly when you are unsure of an answer.

12. Assist with other projects, administrative work and any other duties to support Bournemouth University's Marketing & Communications team.

Additional Responsibilities

In addition to the Main Responsibilities, some projects have a focus on particular groups or priorities. We've provided an overview of these below, and will consider applicants whose experience closely aligns to the person specification provided, but with these additional roles & responsibilities below in mind.

Role:	Key Duties:
Subject Specialist **Working with: Secondary students**	▪ Support and deliver talks, presentations and workshops/activities both on and off-campus. ▪ Attend events alongside a member of BU's Outreach & Student Recruitment team, and occasionally on their behalf. ▪ At all events, Ambassadors need to be confident and approachable, able to share their own experiences and talk about all aspects of HE life in a positive and engaging way. ▪ Assist with other projects to support Bournemouth University's recruitment and outreach functions, as required by the Outreach & Student Recruitment teams.
Learning Ambassadors (Outreach) **Working with: Secondary students**	▪ Commit to visiting schools regularly (timetable to be determined) to work with targeted students who may be in Year Group 7 to 13 (11-19 years of age) ▪ Support learning in the classroom or at after-school clubs providing extra help in curriculum subjects including English and maths ▪ Assist with monitoring and evaluation by collecting data as required and providing regular feedback
Science & Technology Workshop Delivery **Working with: Primary & secondary students**	▪ Research, learning, preparing and delivering science workshops in schools. ▪ Aiding or leading workshop delivery to include presenting to school pupils and facilitating group work. ▪ Support and deliver talks, presentations and workshops/activities both on and off-campus. ▪ At all events, Ambassadors need to be confident and approachable, able to share their own experiences and talk about all aspects of HE life in a positive and engaging way.
HE Student Mentor (Outreach) **Working with: Secondary students**	▪ Visit schools on a weekly basis (apart from school and university holidays) to deliver a series of inspirational and informative workshops to a small group of targeted pupils who may be in Year Group 9 to 13 (14-19 years of age) ▪ Prepare each session beforehand, using the resources provided, yet ensuring the sessions have been adapted so they are relevant ▪ Send your session plan to the mentoring coordinator before each session ▪ Complete a mentoring feedback form after each session to provide the mentoring coordinator with an insight into what happened along with attendance data ▪ Commitment to the 11 session duration of the scheme ▪ Attend the annual mentoring and tutoring celebration event held on campus

Organisation Chart

- Student Ambassadors (M&C) will formally report into the **UK Marketing & Student Recruitment Manager** in the **UK Student Recruitment & Outreach** team within Marketing & Communications.
- There will be a supervisor/lead identified for each work assignment and for specific projects. Student Ambassadors should report to the supervisor/lead on arrival and departure.

Dimensions

If successful in your application, and subject to satisfactory completion of all shortlisting and training activities, there is no guarantee or obligation that work will be offered to you by the University and you are under no obligation to accept any individual offer of work. Work assignments will be offered to you based on the requirements of the role and your availability, managed through an online system.

- Occasionally we will restrict a work opportunity to those students who are able to drive, due to travel & courier arrangements for an event.
- Occasionally work opportunities will fall on weekends or after 5pm. Some events may also require an overnight stay. Any special requirements will be included in work requests.

This role may comprise work assignments paid at variable rates, with any agreed travel time and non-leader responsibilities paid at the basic Student Ambassador rate and any delivery usually paid at the Student Leader rate. Student Leaders will also have the opportunity to undertake Student Ambassador work assignments, with responsibilities and pay to reflect Student Ambassador descriptor.

Student Leaders may be expected to work on-campus, at any Bournemouth University site, and often off-campus at external venues. All reasonable travel and subsistence costs will be reimbursed when off-campus, with specific information provided when you apply for these roles.

- Certain roles and specialisms will involve you working with children, young people and vulnerable adults, and complying with our Safeguarding Policy and relevant Risk Assessments
- All associated training, guidance and health & safety and risk assessment information will be provided, and is usually a precondition of undertaking any work assignment or project
- Additionally, certain projects require a standard or enhanced DBS Disclosure (see http://gov.uk/dbs)

Contacts

Internal:

All BU students and staff

External:

Prospective students and their guests (e.g. parents, family or friends), School group, Teachers & tutors, All members of the community engaging with BU, VIPs, special guests and dignitaries.

Challenges *What are the most difficult, complex or challenging parts of the job*

- Providing accurate and up-to-date information and support to prospective students and their guests in a busy and pressured environment
- Meeting the needs and answering the individual queries from prospective students and their guests, often as part of a larger group and in a fixed time period
- Understanding the limits of own expertise and exercising judgement in when to refer users to specialists or colleagues with greater level of knowledge
- Communicating effectively with a wide range of people with differing needs e.g. those who lack confidence in seeking assistance and those who may be unsure of the type of help they need
- Exercising tact, diplomacy and sensitivity in dealing with all service users.
- Ensuring the experience of our guests is one of 'service excellence'.
- Being able to proactively problem-solve, diffuse situations and recognise concerns developing with visitors and guests, offering solutions and escalating/referring when appropriate.
- Balancing academic and student ambassador duties through good time management and effective communication/liaison with the student ambassador supervisor.

Additional Information

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of the Universities Environmental Policy, Carbon Management Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmental responsible manner.

August 2016

Person Specification

Post / Job Title: **Student Ambassador (M&C)** Post No:

School / Service: **Marketing & Communications** Date: **May 2016**

SELECTION CRITERIA	**E**ssential / **D**esirable
Knowledge (including experience & qualifications)	
Current student at Bournemouth University	E
Good (A*-C) GCSE qualifications in all core subjects (Maths, English and Science)	D
A reasonable working knowledge of Bournemouth University's faculties and campuses, and willingness to learn more about the campus and university structure	E
A sound understanding of the UK Education system	E
Confident knowledge of the tools to support application and entry to University including student finance, UCAS and accommodation application systems.	E
Experience in working with children, young people and/or vulnerable adults (ages 11-19)	E
Experience of planning & delivering workshops, activities or presentations, to a range of audiences	D
Good working knowledge of student support mechanisms at BU	E
Experience of working in a busy customer facing role	D
Understanding of the issues of client confidentiality and data protection issues	D
Understanding of diversity issues	D
Skills	
Excellent communication and presentation skills, including ability to relay information in an interesting and engaging way.	E
Ability to present and lead an interactive activity or workshop with groups, typically with 5 – 30 students.	E
Excellent interpersonal skills with the ability to communicate with audiences of all sizes and from all backgrounds	E
Ability to understand and relay current Marketing & Communications priorities, key messages and recruitment campaigns and to articulate these in all work roles	D
Confident user of Microsoft Office (including Outlook, Word, Excel)	D
Good level of numerical skills	D
Attributes	
Demonstrable ability to learn, retain and relay detailed and complex information	E
Commitment to customer service	E
Ability to work effectively alone and in a team setting, in the planning & delivery of workshops & presentations	E
Confidence in taking a leadership role within a team setting	D
Demonstrable understanding of boundaries and when to escalate concerns or queries	E
Able to represent the University professionally and positively with regards to presentation and conduct	E
Ability to remain calm under pressure and in challenging situations in a high pressured environment	E
Tact, diplomacy and sensitivity	E
Excellent organisation skills and ability to prioritise tasks effectively	E
Demonstrates an approachable manner	E
Flexible work approach, embraces change and able to meet the shift working requirements of the role	D