

Advert:

We are looking for enthusiastic current students to join our team of Student Ambassadors.

As a student ambassador you will become part of the UK Recruitment and Partnerships team, which sits within the Directorate of Marketing Recruitment and Engagement; a confident and ambitious team of colleagues who apply professional skills and expertise to make every contact count and to make a valued contribution to the University's objectives. UK Recruitment and Partnerships team leads on the development and delivery of high-quality recruitment events and activities designed to attract and convert a diverse pool of applicants across the University's undergraduate and postgraduate courses. The team's activities range from an extensive programme of school and college engagement, through to large-scale events both on-campus and virtual.

Student Ambassadors are often the first point of contact a prospective student has with Oxford Brookes University; you serve as front-line staff when representing us. You are expected to provide clear and honest advice and information to all of our external customers. By acting as a positive role model you will be central in attracting applications from prospective students. You will work with students from underrepresented backgrounds, supporting them to progress to Oxford Brookes University.

Your core work includes supporting the University's seven undergraduate Open and Applicant days and 3 postgraduate evenings. You will also be able to deliver campus tours and take part in workshops and talks for schools and colleges.

We're looking for motivated students who are enthusiastic about their university experience and are great at communicating that passion.

You don't need any specific experience - just an awareness of what Oxford Brookes can offer and a willingness to share your experiences. We will provide you with all the training you will need.

Appointment of successful candidates will be conditional on a Disclosure and Barring Service (DBS) check which is arranged and paid for by us. Please note that if you have lived or traveled abroad for more than 3 months you will also be required to complete an overseas check before you can start work as an ambassador.

You will need to undertake a Right to Work check which necessitates having sight of your passport (and visa if a Tier 4 student).

If you have questions about the application process or require more detail about the role, please contact: ambassadorsteam@brookes.ac.uk

Job description

Date Reviewed: March 2023

Faculty/Directorate: Marketing Recruitment and Engagement **Department:**

UK Recruitment and Partnerships

Title of post: Student Ambassador

Grade of post:Grade 4 £13.19(

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:

Oxford Brookes is a leading modern institution with big ambitions. We are seeking to increase our global footprint, broaden access to an Oxford Brookes education, and further enhance our reputation as a leading global university.

The UK Recruitment and Access teams lead on the development and delivery of high-quality recruitment events and activities designed to attract and convert a diverse pool of applicants across the University's UG and PGT portfolio. The team's activities range from an extensive programme of school and college engagement, through to large scale events - both on campus and virtual.

Student Ambassadors contribute to the delivery of the University's recruitment and widening participation strategies by representing the University at on-campus recruitment events, including Open and Applicant days, delivering campus tours, supporting off-campus events in schools and colleges, as well as supporting other activities such as enrollment and graduation.

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

Core contract	Enhanced contract
Open and Applicant Days x	x
Delivering campus tours x	x
Attend training x	x
Interview days (HLS & TDE) x	x

Course insight workshops x	x
Supervising Summer School attendees	x
Answering UniBuddy	x
Visits to Oxford Brookes by schools	x
Visiting schools	x
Commercial HE Fairs x	x
Clerical tasks	x

Main duties:

1. Undertake initial and ongoing mandatory training including wider understanding of the university, customer service, campus tours, working with young people, and safeguarding.
2. Support all Open and Applicant days as a student representative of the University, undertaking a range of roles including: leading campus tours, welcoming and registering visitors upon arrival, answering questions, signposting to talks, providing general support with event delivery. Minimum attendance required at all open and applicant days in line with your level of study (UG/PG) and campus.
3. Provide two campus tours per year as part of the university's recruitment and widening participation events.
4. Support with the induction of prospective students.
5. Support the delivery of Interview Days if relevant for your faculty.
6. In all areas of work, provide accurate information and a friendly and professional service for prospective students and their guests.
7. 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. supervising students during residential summer schools
8. Represent the University at off-campus higher education and commercial UCAS fairs, providing accurate information to prospective students.
9. Support in the creation and delivery of Student Life and course-specific presentations as part of open and applicant days, school visits and other ad-hoc events.
10. 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

11. 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
12. Undertake supervised office tasks including data entry, prospectus packing, creating workshop resources, and general event admin tasks.
13. Represent specific faculties and other University departments at events depending on experience and suitability for this position.
14. 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 need 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, and are required to wear their uniform when acting as a Student Ambassador. Waterproof jackets for outside work will be provided as required.

Application process

The application form is available online.

Successful applicants may 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 Recruitment and Engagement - UK Recruitment and

Partnerships **Title of post:** Student Ambassador

Salary: £13.19

Person Specification

Attributes	Essential	Desirable
Education/Training	Current Oxford Brookes University student	
Experience		Customer service experience Experience of working with young people
Knowledge	Thorough knowledge of Oxford Brookes University and opportunities available such as societies, sport etc Knowledge and understanding of Higher Education	Awareness of the barriers faced by young people from groups underrepresented in higher education
Skills & Abilities	Ability to communicate effectively with varied audiences Excellent interpersonal and communication skills (verbal and written) Excellent time management and organizational skills Proactive team player Customer care skills	Experience of giving presentation or public speaking to a range of audiences Ability to use initiative and have a creative approach to problem solving
Special Requirements	Prepared to travel, and to work flexibly with evening and	

	occasional weekend work and overnight stays	
--	---	--

5. Other	Successful and satisfactory background check received from the Disclosure and Barring Service, after interview and before appointment	
-----------------	---	--