

Job Details		
Job Title:	School Student Ambassador	
School:	School of Physical and Chemical Sciences	
Reports to:	Recruitment and Outreach Officer	
Grade:	Grade 1 Professional Services, SP 7	Hours: various
Appointment period:	September 2024 – 31 August 2025 (with possibility of further extension, annually)	
Current Location:	Mile End Campus	

Job Context

The School of Physical and Chemical Sciences has approximately 620 undergraduate students, 42 postgraduate taught students and 130 PhD students, many of whom are involved in the lively student societies PsiStar and ChemSoc. The School is an Institute of Physics JUNO champion and is committed to equality of opportunity. It strives to provide a collegial environment which encourages all members of staff to deliver to the highest standards possible. The School is part of the Faculty of Science and Engineering which comprises of five schools and two institutes. The Faculty's student population has grown, both within the UK and overseas, in recent years and its research profile has strengthened considerably. The Faculty is focussed on establishing itself as one of the leading Faculties for Science and Engineering in the UK.

Job Purpose

Student Ambassadors are part of the School of Physical and Chemical Sciences' Recruitment and Outreach team and support our work locally within schools and colleges. As well as directly with prospective applicants and their supporters, to provide information, advice and guidance about higher education and specifically Queen Mary University of London. Our activities are designed to support the growth of suitably qualified applications to the University from prospective applicants, which include young people to mature students and graduates, interested in both undergraduate and postgraduate study. The School Student Ambassadors help the Recruitment and Outreach team in its work in the following areas:

- Assisting with Undergraduate Open and Postgraduate Days.
- Assisting with Queen Mary Offer Holder Days.
- Delivering campus visits.
- Outreach, inspiring future physicists and chemists.
- Supporting public engagement with academic research.
- Raise the profile of the School of Physical and Chemical Sciences as a great place to study and do research.

Main Duties & Responsibilities

- Represent the University in a competent and professional manner in all dealings with beneficiaries and customers.
- Act as a positive role model, proactively engaging with prospective applicants and supporting them on a range of activities.
- Be a committed and reliable team member, acting responsibly and appropriately when in the presence of beneficiaries and customers.

Main Duties & Responsibilities

- Assist in the delivery of school visits on and off campus including sharing first-hand experience of university life by delivering talks, presentations and/or answering questions directly from prospective applicants and their stakeholders.
- Assist with the running of events as aforementioned, where tasks may include, but are not limited to: event set-up, pack down, registration, stewarding and running workshops.
- Promote the University at key events including at HE and/or UCAS fairs by delivering advice and guidance to prospective applicants and their stakeholders, talks and other relevant activities.
- Deliver tours of the University's campuses by showing groups of people around the campus.
- Be committed to long term projects and activities where regular contact hours with students is required and maintaining those relationships until the end of the project cycle.
- Develop recruitment-related publicity and marketing information e.g. blogs, social media posts etc.
- Develop and maintain a good understanding of Queen Mary's academic schools and courses currently offered and the University's facilities and services.
- Contact teachers, advisers and prospective students via telephone or email.
- Assist with administrative tasks including managing stock inventory, direct mail, data entry etc.
- Attend training sessions associated with the post.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

Job Profile

Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications	Current QMUL student in the School of Physical and Chemical Sciences	E	A
Experience	Experience of, or a thorough understanding of the UK education system	E	A
	Experience of working with young people	D	A
	Experience of giving presentations or public speaking to a range of audiences	D	A
	Experience of working in a customer facing role	D	A
Knowledge, Skills and Experience	Knowledge of the UCAS application process	E	A
	Knowledge of opportunities and services available at Queen Mary University of London, such as Careers and Enterprise, Advice & Counselling, Students' Union Societies & Sports Teams etc	E	I
	Understanding of potential barriers faced by young people from groups under-represented in higher education	E	I
	Excellent interpersonal and communication skills (verbal and written)	E	I
	Ability to communicate effectively with varied audiences, such as students of different ages, parents and carers, teachers etc.	E	I
	Ability to work effectively independently and as part of a team	E	I
	Proactive 'can do' attitude and willingness to develop self and area of work	E	I
	Ability to use initiative and have a creative approach to problem solving	E	I
	Ability to deal with potential conflict situations sensibly and with discretion and sensitivity, and having a friendly and empathetic approach to people	D	I
Other	The nature of this role will mean the post holder may be required to work evenings and weekends as well as travel from time to time, as such a flexible approach to working during unsociable hours is needed	E	A

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)