

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Staff Networks](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job Details	
Job Title:	SBM Student Ambassador (2025-2026)
School:	School of Business and Management
Reports to:	Nicole Ramdeen & Denzel Coleman
Grade and Salary:	Student Ambassador (Band B) Grade 1 Spine Point 10 - £15.30 per hour plus holiday pay
Hours per week	Zero-hour contract (<i>Due to the flexible nature of this role, there are no fixed hours, and work opportunities are advertised on an ad hoc basis as and when they are available. Ambassadors are then able to choose whether to apply. Some projects offer consistent hours over a number of days, while others are one-off activities.</i>)
Appointment Period:	1-year fixed term (Contract ending 31 st December 2026)
Current Location:	Queen Mary University of London campuses + some external sites
Work activity type	Professional Services: Support

Job description

Job context

The School of Business and Management (SBM) is looking to recruit undergraduate, postgraduate and PhD students to help with events, marketing and various other roles (In accordance with the guidelines of the Government and Queen Mary University of London). These events will allow guests to attend diverse events, encourage enquirers to consider higher education and apply to the School of Business & Management at Queen Mary University of London. Other roles include content creation for SBM's Social Media platforms. The SBM Student Ambassadors will represent the school, act as role models and motivators to engage, answer questions and share their experiences through:

- In-person events (On and off campus)
- The School Marketing
- Administrative Support
- Social Media promotions
- Campus Tours
- Academic Support

The nature of this role means the post holder may be required to work evenings and weekends with a flexible approach to working during unsociable hours if needed.

Job purpose

SBM Student Ambassadors work on a range of duties, assisting the Marketing team with the planning and delivery of Student Recruitment and Widening Participation activities in a variety of settings, including on-campus, in schools and colleges or community settings. These can also be in an online setting as appropriate. Student Ambassadors will also be asked to support the planning and delivery of student socials and other academic events/activities throughout the year as needed.

SBM Student ambassadors will have excellent knowledge of higher education, strong public speaking skills and a high level of professionalism.

Within these settings, Student Ambassadors have a high level of responsibility and will receive training to support them to undertake a range of duties, including, but not limited to:

- Supporting University staff in the organisation and delivery of events
- Assisting with the evaluation of activities
- Acting as a conduit between the broader Student Ambassador workforce

Main duties and responsibilities

- Participate in online and in-person events such as, but not limited to: conferences, lectures, subject webinars, social events, fairs, recruitment and careers events.
- Participate in the school visits to promote the school and the programs.
- Create and deliver presentations to a wide range of audiences.
- Respond to enquiries using chat platforms.
- Facilitate social-media campaigns such as Facebook live, Instagram questions/live/takeover and produce Snapchat content (subject to school instructions and specifications).
- Look after the SBM Events Instagram platform by creating content and posting.
- Event filming and photography, where needed.
- Attend any Student Ambassador training sessions arranged by the SBM Marketing team.
- Brand Ambassador for the School of Business and Management.
- Write content for marketing collateral.
- Ad hoc tasks as required, such as merchandise sorting and cupboard clearing.

Benefits of the role

- Enhance your presentation and communication skills
- Develop your public speaking skills
- Gain insight into digital marketing and content creation
- Experience in event planning and delivery
- Good pay rate of £15.30 per hour (QM is a Living Wage Employer)
- Potential source of employment reference – valuable when you are applying for jobs (subject to the number of events you participate in)

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 accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

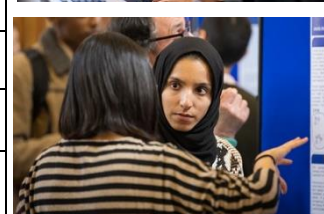
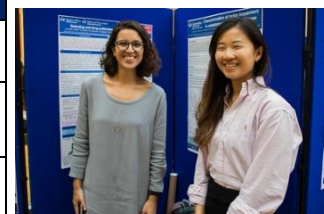
Person specification

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.

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

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

Qualifications	Essential	Desirable
A current student of SBM	☒	☐
Relevant English and Maths GCSE's or functional skills	☒	☐
Experience/Knowledge		
A good knowledge of the School of Business and Management and its support services	☒	☐
Excellent command of written and spoken English	☒	☐
Excellent presentation and public speaking skills	☒	☐
Good knowledge of using PowerPoint presentations	☒	☐
Ability to take initiative and resolve problems when needed	☒	☐
Attention to detail	☒	☐
Knowledge of webinar platforms (e.g. Zoom, MS Teams, Skype GoTo webinar, etc)	☐	☒
Knowledge of, or Willingness to learn web-based applications and undertake further training as required	☐	☒
Experience in customer service	☒	☐
Knowledge of events management, content creation, social media management and techniques	☐	☒
Knowledge of event videography/photography	☐	☒
Skills/Abilities		
Strong communication skills, both written and verbal. Must be Confident in communicating with small and large groups of people in a professional capacity	☒	☐
Friendly with a flexible, willing and 'can-do' attitude	☒	☐
The ability to work both independently and as part of a team.	☒	☐
Knowledge of the education system within the UK and within Queen Mary	☐	☒
Knowledge of opportunities and services available at Queen Mary University of London, such as Careers & Enterprise, Advice & Counselling, Students' Union Societies, and Sports Teams.	☐	☒
Proficient in another language	☐	☒
Must be organised and punctual	☒	☐



Other		
Flexible and professional approach to work	☒	☐
Awareness of Safeguarding Issues and Procedures	☒	☐
The ability to meet UK's right to work' requirements	☒	☐
Enjoy working with a range of stakeholders.	☒	☐
Ability to present on camera if required or be featured in any school photography for content.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For [additional](#) information on both visa sponsorship and non-sponsorship [visa](#) routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the [ATAS listed subject areas](#) will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>



EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI). We hold a Silver Institutional [Athena SWAN](#) award for advancing gender equality and champion a number of [EDI initiatives](#) across the University. We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.

Further Information

Details about the school can be found at:

www.qmul.ac.uk/sbm/

Informal enquiries should be made to:

Name: Nicole Ramdeen

Email: sbm-comms@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance-related annual pay review schemes in place

