

FALMOUTH UNIVERSITY

Job Description

Post Title: Student Ambassador Coordinator

Salary: This post has been evaluated at Grade 4. The current full-time salary range for this grade is £21,383 to £24,766 (£26,264) per annum. Increments to progress up the scale are awarded annually on the 1 September, subject to satisfactory service, until the scale maximum is reached. The salary figure in brackets represents the level that could be reached with the award of discretionary increments given for exceptional performance and contribution by an individual.

Date: May 2013

Responsible To: UK Recruitment Manager

Job Purpose:

To lead the recruitment, development and management of the Falmouth University Student Ambassador scheme and ensure the delivery of a team of highly skilled and motivated ambassadors are selected and trained to support and lead activities developed and implemented by the UK Recruitment & Outreach team, and where appropriate, wider University events.

The Combined Universities in Cornwall initiative (CUC) is a partnership of Further and Higher Education institutions: Cornwall College, Truro College, Falmouth University, the University of Exeter and the University of Plymouth, working together in and for Cornwall. This post is part of Falmouth University's CUC Phase 3 growth. For more information on the CUC see www.cuc.ac.uk.

Main tasks and responsibilities

1. To manage the Falmouth University Student Ambassador Scheme. To recruit, retain and develop Student Ambassadors (currently 250 across all disciplines) to carry out essential duties to represent the University in the areas of recruitment, outreach, widening participation and where appropriate, other Falmouth University events.
2. To support the recruitment objectives agreed for the UK Recruitment & Outreach team and its specific targets as agreed within the University's Access Agreement.
3. In conjunction with the UK Recruitment Manager, develop and deliver the Student Ambassador Strategic Plan in support of all activities specifically as outlined in the University's Recruitment Strategic Plan and Access Agreement.
4. To develop and deliver a recruitment and selection process that attracts the appropriate skill base and number of Student Ambassadors required to successfully carry out the specified level of support activity.

5. To develop, manage, procure and, where appropriate, deliver an appropriate training package (Health & Safety, manual handling, Fire Warden, Equality & Diversity, Campus Tours for example) that provides all Student Ambassadors with the knowledge, skills and competencies required for their work.
6. To identify and select Student Ambassadors into specialist roles which incur greater responsibility, identifying enhanced development and training opportunities (Child Protection, Classroom management for example).
7. To inform and promote the scheme internally and externally, developing it as a section of the University website and online recruitment tool employing content management software and social networking services.
8. In order to achieve the above; convene and when appropriate, chair internal regular working groups of academic and professional service staff to: initiate planning, develop outputs, put in place monitoring and evaluative tools and ensure Student Ambassador applicants are appropriate.
9. To coordinate and develop the Student Ambassador administrative system, including the day-to-day management of Student Ambassadors, producing monthly financial reports, equality in work load allocation, ensuring all activities requiring ambassadors are collated, distributed and requirements fulfilled correctly, and ensuring all Student Ambassador data is current and relevant.
10. To act as the departmental counter-signatory, ensuring legal compliance to DBS code of practice and that all DBS forms are processed and signed off correctly.
11. To act as the departments' National Insurance Number counter-signatory for International Student Ambassadors, ensuring legal compliance.
12. To develop the scheme in such a way that values diversity and supports a widening participation agenda that encourages fair access to education.
13. To manage the appropriate budgets linked to individual projects and activities, ensuring they come in on target as agreed with the UK Recruitment Manager and that appropriate records are maintained.
14. To liaise with Heads of Department and other key academic and professional services staff within the University to ensure opportunities for suitable students to become Student Ambassadors are maximised.
15. To support the UK Recruitment & Outreach team during University Open Days and taster days, student shadowing, schools visits, teachers and careers advisory days and the hosting of local and national visitors to the University.
16. To manage bookings for individual Campus Tours and source appropriate Student Ambassadors to take the tours.
17. To be responsible for all project related administration.

18. To work with the Communications & PR Manager to ensure that they are aware of activity and able to monitor external media coverage of activities.

19. To attend and present updates at appropriate team meetings.

General Duties and Responsibilities

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.
2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the University's annual Performance Development Review process.
4. To ensure that the University's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
7. To be responsible for your own continuing self-development.
8. Working within the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
9. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

Person Specification

Post title: Student Ambassador Coordinator

Attributes	Essential requirements	Desirable requirements
Education/Qualifications	A degree or equivalent relevant work based experience.	An ECDL or equivalent administrative qualifications
Experience/Knowledge	<p>Experience of working with young people, gained within an educational or community environment.</p> <p>Evidence of leading and managing a diverse team, preferably within an advisory function</p> <p>Evidence working with and managing budgets</p> <p>Evidence of developing and working with databases and record management</p> <p>Evidence of coordinating recruitment and training activities</p> <p>An understanding and empathy with the aims and objectives of widening participation.</p> <p>A good general understanding of the student recruitment and progression process as it applies in the UK.</p>	Experience of working in Higher Education.
Skills/Personal Requirements	<p>Good working knowledge of Microsoft Office and the internet.</p> <p>Excellent interpersonal and networking skills.</p> <p>Ability to communicate confidently in person to a wide variety of audiences.</p> <p>Ability to work under own initiative and prioritise and work to deadlines whilst maintaining high standards</p>	<p>Demonstrative experience of effective communication skills across educational sectors.</p> <p>Full Valid Driving Licence</p>

	<p>Excellent planning and organisational skills.</p> <p>Ability to develop and maintain good working relationships with the wider Marketing team and to work proactively with Academic and Professional services staff.</p> <p>Ability to work outside normal office hours and to work off-campus as required.</p> <p>Given the nature of this role, a satisfactory Enhanced Disclosure & Barring Service check is essential.</p>	
--	---	--