

Outreach Student Ambassador Job Description and Duties

Job Summary

Outreach Student Ambassadors (OSAs) work as an official representative of the university and interact with prospective students at the university in on-campus and off-campus events for the Student Recruitment and Outreach Team. Ambassadors are leaders and role models, on and off campus, who introduce student life and help to educate and support prospective students considering Higher Education on what it is like to be a student, and what studying, living, student support at LSBU is like. The role will specifically work with young people in schools and colleges at regular events on and off campus. Student Ambassadors will also support the Access and Participation Plan, providing opportunities for students from disadvantaged backgrounds to gain further insight into Higher Education and provide information and motivation to schools and college students. You will need to be a friendly ambassador for LSBU, who will be there to answer student questions, proactively speak to students and support the member of staff running the session.

Main duties and Responsibilities:

- Delivering presentations and interactive workshop sessions.
- Supporting school and college visits across all LSBU campuses.
- Supporting LSBU staff visits to schools and colleges across London.
- Represent LSBU at school and college, UCAS, UK University Search and other third-party recruitment fairs across London and the UK, providing accurate information and advice on courses the university offers and how to apply to LSBU.
- Delivering campus tours across all LSBU campuses– Supporting a variety of events for a range of audiences; students and teaching staff.
- Discussing and sharing your own education, past and present, acting as a positive and enthusiastic role model for LSBU, Higher Education and student life.
- Administrative tasks on an ad-hoc basis.
- Attending all mandatory training sessions which run throughout the academic year and be willing to commit to additional training sessions, if required.
- Able to support with event logistics e.g. packing merchandise bags, transporting equipment between rooms etc.
- Other reasonable duties and responsibilities as delegated by Student Recruitment and Outreach Team, or another relevant manager.

Experience and Knowledge:

1. A good knowledge of LSBU and its support services: Financial support, mental health, accommodation support, dyslexia and disability support etc.
2. A good knowledge of the LSBU campuses.
3. A good understanding of the UK university application process e.g. UCAS, personal statements, student finance etc.
4. Experience working in customer facing roles.
5. Experience delivering presentations to large audiences.

Essential skills and abilities:

- Excellent time management skills - ambassadors must be reliable and punctual. And stick to the specific timetable schedule e.g. making sure the school group arrives back on time from a campus tour or from lunch.
- The ability to communicate effectively with young people from diverse backgrounds, and particularly those from groups under-represented in Higher Education.
- The ability to lead a group of students, ensuring the visitors are safe and engaged in the programme.
- The ability to take initiative and resolve problems when needed.
- Cross cultural sensitivity and awareness.
- Able to communicate with internal and external staff to support with queries appropriately.
- Positive attitude, to be able to act as a positive role model.
- Able to facilitate academic sessions through supporting group work, encouraging discussion and supporting with logistics e.g. sorting equipment.
- Excellent customer service.
- Proactive 'can do' approach to duties.