

Description and Person Specification
Academic/Professional Services Staff

Job title: Student Ambassador Coordinator

Department: Access and Participation (APP)

Pay Band: C

Line Manager: APP Manager

Role Purpose:

The student ambassador coordinator is responsible for the management and administration of the University's student ambassador scheme. To organise, plan and deliver student ambassador recruitment, on-boarding and training for all student ambassadors adhering to best practice as outlined by London higher training standards.

The role holder is also responsible for developing the scheme for the benefit of the University and student ambassadors.

To provide a point of contact for all student ambassadors and provide development for their work experience.

To work with colleagues in the wider University to ensure a high quality, organised and compliant student ambassador scheme.

Duties and Responsibilities:

- Responsible for the successful running of the Ravensbourne student ambassador scheme, including advertising and allocating jobs, communication with ambassadors, collating and processing pay claims, creating training materials and tools, compiling HR and Health and Safety paperwork.
- To recruit Ravensbourne students to join the student ambassador scheme including promotion of the scheme to students and colleagues.
- To work across the institution to widen the pool of student ambassadors to include representation across all levels (FE, UG, PG) and all courses.
- To be responsible for the recruitment, on-boarding and training of student ambassadors
- To work with HR and payroll colleagues to follow processes to ensure the effective, accurate and timely administration surrounding employing and paying student ambassadors.
- To work with the Head of Compliance to ensure that all requirements of the UKVI are met.

- To compile, test and deliver successful communications plans to maximise engagement through the CRM.
- To work with the Outreach Manager and Student Recruitment Marketing team to elevate the reputation of the student ambassador scheme across the University community.
- To continually assess and improve student ambassador performance.
- To ensure student ambassadors are trained and updated on and take responsibility for improving their own Ravensbourne knowledge.
- To collect feedback on student ambassador performance with the aim to make improvements.
- To deliver training and support that maintains a diverse ambassador pool, aligned to the commitments made in the Access and Participation Plan.
- Responsible for the collection and timely entry of data in the university's CRM system from all recruitment activities.
- To work collaboratively with colleagues across the University to support Student Success initiatives to improve student outcomes and student experience.
- To build internal relationships across the university and acquire a depth and breadth of knowledge of the course portfolio.

Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

- Access and Participation (APP) team
- Student Recruitment Marketing team
- Admissions
- Communications and Content team
- Academics
- Student Services

Resources Managed

Budgets: n/a

Staff: n/a

Other: (e.g. equipment; space) n/a

Knowledge and Experience	Essential	Desirable
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<p>Education</p> <p>Educated to degree or equivalent qualification at Higher Education level in a related discipline commensurate with the nature of the role.</p>	X	
<p>Project management experience</p> <p>Experience of coordinating and supporting the delivery of projects and events.</p> <p>Experience of leading a project or programme throughout it's lifecycle using methodology to ensure objectives are achieved.</p> <p>Experience of event organisation, campaign co-ordination and delivering events to the public.</p>	X	
<p>Administrative experience</p> <p>Experience of working with a CRM system and/or database</p> <p>Experience of working in a campaigns environment</p> <p>Significant experience of administrative processes including HR and payroll processes.</p>	X	
<p>Customer service experience</p> <p>Significant experience of working in a customer facing role where you have provided information, advice and support to a variety of stakeholders.</p>	X	
<p>Numeracy and analytical skills</p> <p>Experience of producing reports such as impact assessment reports.</p>	X	

<u>Core Personal skills abilities and behaviours</u>	Essential	Desirable
<p>Teamwork and communication</p> <p>Excellent communication and collaboration skills with the ability to work within a team and with multiple teams across boundaries to deliver a common strategy.</p>	X	

<p>Customer focus and service</p> <p>Excellent customer service skills and ability to provide a service to a range of different stakeholders including young people and mature learners, parents and wider family, teachers and students.</p>	X	
<p>Organisation and time management skills</p> <p>Strong organisation and time management skills with demonstrated ability to manage multiple deadlines. Ability to deal with multiple channels of enquiries, e.g. email, calls, etc.</p>	X	
<p>Use of IT and software</p> <p>Makes optimal use of IT systems and software and is able to use those required for the role – CRM, databases, social media, and design apps.</p>	X	
<p>Evaluation and Monitoring</p> <p>Able to interpret and analyse datasets and use data to inform future work. Confident at evaluative practice and able to monitor the impact and effectiveness of work.</p>	X	
<p>Equality, Diversity & Inclusion</p> <p>Knowledge, understanding and commitment to diversity, equity and inclusion, removing all forms of inequality and to foster inclusive practice and enhance inclusivity at RUL.</p>	X	
<p>Organisational Values</p> <p>Connection – experience of building connections internally and externally to create a collaborative environment</p> <p>Dynamism – An ability to positively adapt to a variety of challenges</p> <p>Professionalism – Maintains professionalism in challenging situations</p>	X	

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

