

EFFECTIVELY RUNNING A STUDENT AMBASSADOR SCHEME

SESSION OVERVIEW

- Why do we use student ambassadors?
- Student Ambassadors at UEA
- How we do it
- Do we know it works?



Why am I here?

- I've been where you are!
- Paperless timesheets
- “What if?”
- “Can it just?”
- Student worker team

ACTIVITY

Why do you use student ambassadors?

On your tables, please discuss the reasons you use student ambassadors in your work.



Why do we use Student Ambassadors?

- Student ambassadors are shown to increase Habitus capital amongst participants
- Prospective students trust ambassadors more than “the University”
- Ambassadors can have more relevant lived experiences
- It provides great experience for our students
- They are wonderful! We couldn't do what we do without them

STUDENT AMBASSADORS AT UEA

- How does our scheme look?
- What do we use them for?
- What do students get out of it?

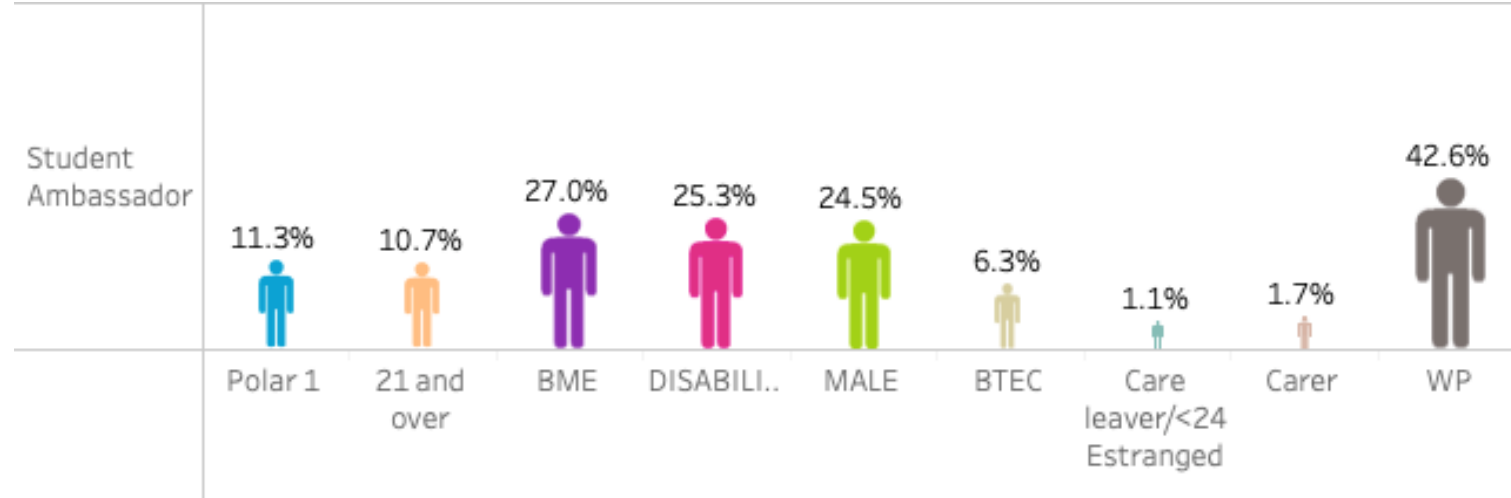


How does our scheme look?

- 998 student workers
 - 630 in Ambassador and Senior Ambassador roles
 - 102 Accommodation Reps
 - 64 International Ambassadors
 - 30 Careers focused ambassadors
 - 172 in other roles
- Ambassadors worked 41,588 hours in 2021/2
- Our base pay is £10.03+, Senior pay is £10.30+

How does our scheme look?

- Demographics:



What do we use ambassadors for?

- Open Days, Applicant Days
- Outreach Events
- Reading partners
- Mentoring
- School visits
- Online chat
- Instagram (and other social media)
- Careers events and mentoring
- Covid Testing (pleased that's gone!)

What do we use ambassadors for?

- Others heard how good our teams were:
 - IT Helpdesk
 - Room surveys
 - Placement coordination
 - Finance
 - Food parcel delivery

What do students get out of it?

- Leaver's survey:
 - Experience for interviews and the world of work
 - Experience working with the public
 - Relevant experience to go into roles such as Teaching
- Cohort tracking:
 - Better stage performance and degree classification
 - Lower non-completion
 - Higher proportion employed in “graduate level” careers
- UEA Award
- Rewards for great work

ACTIVITY

How do you manage your ambassadors?

On your tables, please discuss how you manage your ambassador schemes.



HOW WE DO IT AT UEA

- Training
- Student Worker team
- Student Worker System



Training

- Paid initial training:
 - Safeguarding
 - “How to be an ambassador”
 - Health and Safety
- Role specific training
- Deep dives
 - Working with particular groups
 - Social media training
 - Mental Health first aid

Student Worker Team

- Student Worker Officer + 2 Student Worker Assistants
- Recruitment + Selection
- Promotion to Senior Ambassador
- Managing leavers
- Recording and paying for training
- Supporting the rest of UEA with using Student Ambassadors:
 - System support
 - Best practice
 - Resolving issues

Student Worker System

- Custom built for managing Student Workers
- Deeply integrated with Payroll and HR
- Built with compliance in mind

Student Worker System

- Automated contracting
- ID Verification
- Visa compliance
- Job advertising
- Payroll + Timesheets
- Workflows
- Emailing
- ID Cards
- Reference requests
- Budget management






















Student Worker System

- Workflows

Name	Description		
∨ Onboarding			
Step			Completed
1. Application Received ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Send new user email ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Send password reset ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Contract stored ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
∨ Payroll			
Step			Completed
1. Photocopied contract ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Sent to payroll ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Received by Payroll ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Processed by Payroll ⓘ		<input checked="" type="checkbox"/>	<input type="checkbox"/>

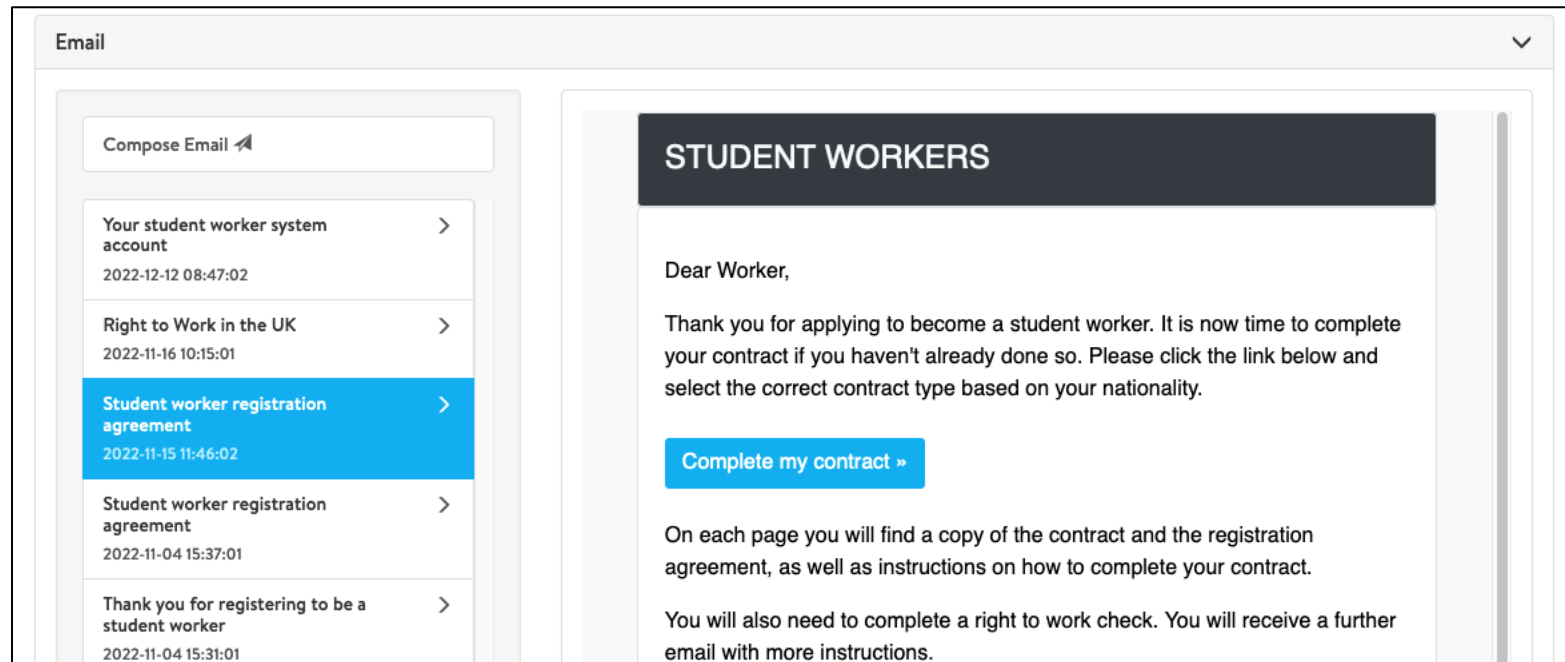
Student Worker System

- Workflow Inboxes

Entries	Search:						
 School	Send Contract	Student worker contract received (UK)	Right to work (ID) (UK)	Attend training session	Contract Start Date	Contract End Date	
(#3975)	LDC - LIT	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	17 / 05 / 2021 <input type="text"/> Save 	31 / 08 / 2023 <input type="text"/> Save 
722)	AMA - FTV-S	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	30 / 03 / 2021 <input type="text"/> Save 	29 / 09 / 2024 <input type="text"/> Save 
(#5475)	HIS	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	05 / 11 / 2022 <input type="text"/> Save 	29 / 09 / 2023 <input type="text"/> Save 
#5467)	AMA - AMS	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	01 / 12 / 2022 <input type="text"/> Save 	28 / 07 / 2023 <input type="text"/> Save 
55)	CMP	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	30 / 09 / 2022 <input type="text"/> Save 	17 / 07 / 2023 <input type="text"/> Save 
463)	NBS	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	30 / 09 / 2022 <input type="text"/> Save 	24 / 06 / 2025 <input type="text"/> Save 
#5470)	EDU	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	04 / 11 / 2022 <input type="text"/> Save 	29 / 09 / 2023 <input type="text"/> Save 
#5472)	NBS	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	30 / 09 / 2022 <input type="text"/> Save 	29 / 07 / 2023 <input type="text"/> Save 
62)	PSY	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	30 / 09 / 2022 <input type="text"/> Save 	14 / 06 / 2024 <input type="text"/> Save 

Student Worker System

- Workflows



Student Worker System

- Advertising jobs
 - Target select groups

The screenshot displays a 'Jobs' dashboard with six job listings arranged in a 2x3 grid. Each listing includes a title, a time slot, allocation statistics, and expandable sections for Schemes, Schools, and Groups.

Job Title	Time Slot	Posts	Allocated	Schemes	Schools	Groups
Subject Rep - American Studies	08:00 - 16:00 (8h:00)	2	1	> 1	> 1	> 0
Subject Rep - Art History	08:00 - 16:00 (8h:00)	2	2	> 1	> 1	> 0
Subject Rep - Broadcast Journalism	08:00 - 16:00 (8h:00)	3	2	> 1	> 1	> 0
Subject Rep - Economics	08:00 - 16:00 (8h:00)	2	2	> 1	> 1	> 0
Subject Rep - Education	08:00 - 16:00 (8h:00)	2	2	> 1	> 1	> 0
Subject Rep - International Development	08:00 - 16:00 (8h:00)	2	2	> 1	> 1	> 0

Student Worker System

- Timesheets
 - Workers sign in and out using a device
 - Fast!

Finalise Event

If everything looks good then click to generate a timesheet and finalise the event.

[+ Add Worker](#)

Total Hours

91.59 hours

[Generate Timesheet](#)

Showing 1 to 15 of 15 entries

Show entries

Search:

Worker name	Status	Hours
Worker Name	Complete	6.17
Worker Name 2	Complete	5.71
Worker Name 3	Complete	6.17
Worker Name 4	Complete	6.17
Worker Name 5	Complete	6.17

[< Back](#)

Show entries

Search:

Time	Date	Action	
08:30	15/12/2022	IN	
14:40	15/12/2022	OUT	Delete

Total

6 hours
10 minutes

Showing 1 to 2 of 2 entries

[Previous](#) [1](#) [Next](#)

STUDENT WORKER SYSTEM

- We think we've got a good approach
- Open to sharing!



DO WE KNOW WHAT WE DO WORKS?

- Faster administration
- Better outcomes for students
- Better feedback from visitors on events



THANK YOU

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