

<b>Session Title:</b>	2.2 Leveraging Technology to Enhance Student Ambassador and Casual Worker Programs
<b>Speaker(s):</b>	Jitandra Rav – CEO
<b>Chair:</b>	Andy Jackson
<b>Reporter:</b>	Sarah Booth

<b>Speaker/Institution Bio/Information:</b>	<p>The session was presented by Jitandra Rav, the CEO of Dashboard Technologies together with Michelle from Cambridge University.</p> <p>Dashboard Technologies provide casual worker management systems for universities. They are a small, UK based company founder in 2009. Being small they are able to be responsive, and have worked with the Universities of York, Cambridge, Goldsmiths, Keele, UCLA, and a few others.</p> <p>They have helped universities process £44mil in pay, 750,000 timesheets, 3mil hours of student worker time – and helped customers to streamline and comply with compliance.</p>
<b>Overview/Aim of session:</b>	This workshop introduced the Dashboard Technology system, and using Cambridge University as an example, demonstrated how you can develop your student ambassador scheme, by empowering you to become a champion of digitalisation.
<b>Workshop Content</b>	<p><b>Michelle: Experience from Cambridge University</b></p> <p><b>Scene setting:</b> Cambridge University had multiple student ambassador schemes across many departments. There was no central oversight. Whilst there was a centralised pay mechanism, there was no understanding of how these operated, no paperwork for audits, and no systematic approach. They were also paying students in end of term/year lump sums rather than as and when they worked throughout the year.</p>
<b>Case Studies/Examples:</b>	<p><b>Partnering with Dashboard Technologies:</b> Cambridge introduced DT in one go across whole university, leading to unified scheme. Almost straight away they had access to centralised casual worker data and could make informed decisions about their scheme.</p> <p><b>How it was embedded:</b> Project team was formed with representatives from IT, legal, tax, with a purpose of rebranding to <i>Cambridge Casual worker system</i>. The project team involved departments in the design of</p>

	<p>product, and embedded user testing to build confidence in programme across the University.</p> <p>It was introduced in Nov 2022, with the first bookings in Jan 2023.</p> <p><b>Support:</b> training guides, webinars, engagement activities. Drop-in surgeries. Unibuddy/student ambassador inductions – helping workers sign up through worker engagement.</p> <p><b>Challenges:</b> The challenges were not with using the technology but changing culture within organisation. Explaining reasons for change helped to overcome this. With 130 departments on system, getting them to do the same thing was difficult. Different departments were able to take different approaches to the responsibilities (Pay, HR checks, etc) but all was kept within the one system, and there was consistency across pay and job titles.</p> <p><b>Benefits for workers:</b> single sign on, can work for any department once on the system/have a profile. Workers get an email with job, they can accept/decline. Then synced with calendar on phone, automatic timesheets once work completed. Holiday pay set out on payslip. Reminders to submit timesheets, RTW reminders, etc.</p> <p><b>Benefits to dept:</b> better management of bookings and workers. Worker profile. RTW checks. Can also see hours that students have worked (supporting students on visa compliance). Time saver with automatic calculations. Reduction in paperwork.</p> <p><b>Central benefits:</b> Confidence in system is high, changes in living wage is managed by central team and automatically adjusted. Consistency and confidence in compliance. Increased visibility of casual workers, and can manage workers better. Strategic reporting and actions can be planned and audited.</p> <p><b>Where we are now?:</b> Over 5,000 workers, 820 depts staff using system, 140000 bookings, processed 42k timesheets. Easily see at a glance where bookings are. Dashboard are flexible as a company, and feedback is received and actioned. Can offer fixed fees (day rate/hourly rate). Time saver.</p>
<p><b>Scenarios/Roundtable discussions:</b></p>	<p><b>Tables were asked to discuss their top 3 challenges for SA schemes, and then feed back. The areas fed back are listed below:</b></p> <ol style="list-style-type: none"> <li><b>Administration time within team</b> – Checking of time sheets; how do we know if students actually turn up. Dashboard Technology commented on the ease of checking timesheets. Timesheet approval role can be allocated to the people in the room to</li> </ol>

	<p>approve, or can be delegated out as a booking and approval tasks. DT: Single per user, per month price. No additional training/development costs. This supports with budgeting.</p> <ol style="list-style-type: none"> <li>2. <b>Integrity of ambassadors</b> – how to manage fairness, and access to the jobs. Allocation of appropriate jobs. How to manage feedback. Dashboard Technology commented that their system allows you to offer jobs to all and then chose who to allocate, or first come first served. You can also offer specific/creative/subject-specific roles to specially trained workers, etc. Lots of way to manage job allocation. They explained it was awful user experience to offer 1 hour of work to 400 workers, as you'd end up with lots of disappointed workers. Better to reduce offer to few and then more success.</li> <li>3. <b>Disconnected systems</b> – Some HELOA members commented that they already have internal employment service doing recruitment and timesheets, and then another area managing ambassadors, managing specific hours, shifts, using teams, excel. Dashboard Technologies commented that their system was a modern cloud-based system, which can also connect up with other systems.</li> <li>4. <b>End of 2022</b> – case law – re-upload casual workers on monthly basis. Dashboard Technologies commented that you could deactivate or hibernate profiles if a student hasn't worked for 12 weeks. It's a click of a button to re-activate.</li> </ol>
<p><b>Questions and Answers:</b></p>	<p>There was no specific Q&amp;As. There was a short demo of Dashboard Technology system. Showing quick site reporting. Data on how workers are used, costs, times, projects, departments, etc.</p> <p>If you would like to arrange this please get in touch with the team  <a href="mailto:Jacob@dashboardtechnology.co.uk">Jacob@dashboardtechnology.co.uk</a>  <a href="mailto:Jits@dashboardtechnology.co.uk">Jits@dashboardtechnology.co.uk</a></p>
<p><b>SummaryKey takeaways:</b></p>	<p>Student Ambassador schemes are important and undervalued. This tool will help raise visibility and appreciation of scheme.</p>