

Working with Student Ambassadors



Task – 5 minutes

Whilst some of you may not know much information yet about your Ambassador Scheme yet, please talk to the person next to you/your table and provide some information around your scheme – eg:

- How many ambassadors are employed each year?
- What colour uniform do they wear?
- Do you have a senior ambassador scheme?
- Do they just work Open Days/Applicants Days or do they work shifts across the wider university?

What we do!

Three student worker schemes:

1. Student Ambassadors
2. Senior Ambassadors
 - Progression role for Ambassadors
3. Accommodation Representatives
 - Scheme for first years/PG students living in UEA accommodation

What we do!

Ambassador Scheme


How it's run:

- c.600 Ambassadors on the Scheme each academic year, split across all subjects and faculties with a diverse range of backgrounds
- Reduced from c.800 due to lack of work provided to Ambassadors. This has significantly improved their experience and feedback on the Scheme (from staff, ambassadors and visitors). We all still have work to do though!
- C.200-300 Ambassadors needed for an Open Day
- Offer a progression role to Ambassadors - Senior Ambassador Scheme

Representation

Onboarding Information Form captures following information:

- Course of study
- Year of study
- UG, PGT, PGR
- UK, EU, INT
- What country they're from
- Year Abroad/Year in Industry/Placement Year
- Foundation Year
- Year of graduation

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- Considering going onto PG studies at UEA
 - Lived in campus in first year/Commuter
 - Mature Student

Recruitment process

Application form – scored anonymously by two members of staff against the current criteria:

- Written communication, Willingness to engage with a variety of stakeholders, Keen to share a positive experience of UEA
- On average we get between 700-900 applications each recruitment round

Interviews – c.300 offered each recruitment round with two members of staff on each panel, marking against the current criteria

- Problem solving, Communication skills, Enthusiasm, Flexibility, Awareness

Working closely with Careers to shape a better application process for our Ambassadors, such as:

- The opportunity for Ambassadors to upgrade their written application if their original application is not meeting our criteria – direct them to Careers for support

How we run the Scheme Student Worker System

At UEA we have built our own online system where student workers have their own account. Here we:

- Advertise jobs to student workers
- Allocate jobs
- Sort and finalise timesheets so Payroll can directly download them after each payroll deadline

Student end

STUDENT WORKERS

Work Opportunities ▾My Work ▾

Myles Smith (Student) ▾

Available Jobs

Ambassador - Photography Session. Fri 20 Oct, 15:00 - 16:30 (2h) - 8 posts

We are looking for Ambassadors to be photographed around campus in your uniform to update our catalogue of images.

Closing Date	Allocation Date	Category	Type of work
18 Oct 12:00	18 Oct 12:00	On-Campus Other	Media for Marketing and Promotion
Location	Pay rate		
On campus	Student Ambassador (Aug 23 -> Feb 24)		

I'd like to work this! (88)

Snooze

I can't work this.

Disability Month Awareness Film – student actors. Mon 30 Oct, 09:00 - 12:00 (3h) - 1 post

We're making a film for Disability Month this year. The purpose of this film is to shine a light on how disability awareness is paying attention to individuals, individual needs, and understanding there is no one size fits all approach. To help achieve this aim, we need a students to come talk to us about their experience. Both students of visible and invisible disabilities are welcome. We will film your answers to two questions: · how you experience the world · what's the one thing you think we can all do to help the world (or at least UEA) be more inclusive Filming takes place on Monday 30 October. We have a film crew on hand and I am available to discuss any arrangements you might want. You will be paid for two hours, timings of the shift will be determined with you. Our film will be featured on our main UEA social media channels (Instagram, LinkedIn, TikTok), as well as our internal communications channels. If you have any questions, suggestions, comments and/or would like to participate, do get in touch with me: s.rajasingham@uea.ac.uk

Closing Date	Allocation Date	Category	Type of work
19 Oct 09:00	19 Oct 09:00	On-Campus Other	Media for Marketing and Promotion
Location	Pay rate		
On campus	Student Ambassador (Aug 23 -> Feb 24)		

I'd like to work this! (84)

Snooze

I can't work this.

Staff end

STUDENT WORKERS

Events ▾Workers ▾Users ▾

1

Helena Keeble (Super Admin) ▾

Photography Session - Student Worker Schemes - 20 October 2023, 13:30

Uncategorised

Send for Approval

Delete Event

Edit Event

Photography Session - Student Worker Schemes

Event Details

Event Start	Event End	Budget Code	Budget Approver
20 Oct, 13:30	20 Oct, 16:30	APP32SW	Helena Keeble
Pay rate	Team	Event Lead	Other staff
Student Ambassador (Aug 23 -> Feb 24)	Student Worker	Kiran Miller	Erica White Helena Keeble Kiran Miller

Jobs

Senior Ambassador - Photography Session

13:30 - 15:30 (2h:00)

8 posts, 1 allocated

> 1 Scheme

> 67 Schools

> 0 groups

Add Job

Ambassador - Photography Session

15:00 - 16:30 (1h:30)

8 posts, 6 allocated

> 1 Scheme

> 67 Schools

> 0 groups

> Allocated Workers (7/16)

Training

- We pay Ambassadors for all training time at UEA (plus briefings etc)

Training covered:

- Digital Training
- Live Training
- Campus and Accommodation Tour Training
- CPD Training (optional)
- Mentoring Scheme
- Refresher Training

Digital Training

- Using the Student Worker System
- Campus Tour Tips/Guide
- UEA+ Sport – provided by Sportspark
- Accommodation Guides – provided by Accom Team
- Accessibility – provided by Accessibility Team
- Difficult Scenarios – prepped by SW Team, approved by Outreach Managers
- GDPR Training
- Manual Handling Training

Live Training

Campus and Accom Tour

- Taken on an example tour by a Senior Student Ambassador
- Talked through how Accom Tours work at large UEA events (ODs and ADs)
- (Plus guide in Digital Training)

Mentoring Scheme for new workers

- A dedicated channel on Teams where the Student Ambassadors can ask questions. Senior Ambassadors are paid a flat rate each month to monitor and answer questions. Moderated by the Student Worker Team.

CPD Training (optional)

Once Ambassadors attend these sessions the relevant group is added to their SWS to confirm their attendance/knowledge

Planned:

- Primary School Training – delivered by Pre-16 Outreach Officer
- Accessible Tour Training – delivered by SW Team and Senior Ambassadors
- Active Bystander Training – delivered by Student Services

Planning:

- Communications – delivered by Recruitment Events Team
- Social Media – delivered by Social Media team
- ROE Car Training – delivered by ROE Car Team

Other:

- Careers Event (not paid) - Writing about your student ambassador role on applications for future employment
 - [Run in 2022-2023 by UEA Career Advisor]

Plan – Refresher Training

- Safeguarding refresher video – DSL
- Updated videos/guides on system
- New UEA messaging – use own voice and own experiences, don't shy away from bad experiences but what did you learn / what support did you get
- Major events/things in upcoming year – ARTS building, how to talk about it, financial situation
- Pay – how to read payslip guide, how holiday pay works, payroll deadlines and pay dates, pay slips, tax queries which team to contact
- Highlight of training delivery – CPD – list the semesters they'll be delivered in

Motivation and rewards

Monthly bulletin (sent on the last Monday of each month)

- Wellbeing
- UEA updates
- Scheme updates
- Job opportunities
- And more

- Campus Kitchen voucher – please nominate after your events/project if an

Task – 5 minutes

Please answer the questions on the paper in front of you:

- What do you think the most important skill is for an ambassador?
- Why are ambassadors so important at universities?
- Is there one thing you'll take away from this session?

Top Tips

- Treat ambassadors as staff
 - Be prepared to listen to ambassadors as your direct employees
 - Remember this might be their first job so give them learning opportunities as well as contextual consideration (let them try again if they make a mistake)
- Make sure there is a key point of contact for ambassadors and staff to raise issues with – eg. the ambassadors' manager
- The more experience the ambassadors get, the more useful they can be – ensure you are encouraging them all to take up further opportunities and enable that yourself as staff
- Remember - a lot of Ambassadors go on to work in Higher Education so try to be a good role model and be available to answer questions if they ask about your role and position within the university
- Ambassador Schemes will always be evolving with the times – you honestly can never get it perfect, but keep trying and adapt the scheme when needed!

Thank you!

If you have any questions or would like to discuss anything further, please do email me at h.keeble@uea.ac.uk

Please leave your sheet of paper on your table for me to collect!