



LEEDS
BECKETT
UNIVERSITY

Outreach Ambassador

Handbook



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Introduction

The Student Ambassador Scheme sits within the UK Student Recruitment and Outreach team at Leeds Beckett University. As an Outreach Ambassador, you will play an integral role in promoting Higher Education (HE) to school and college students. If you also work as a Recruitment or Course Ambassador, you will support staff in representing Leeds Beckett University to prospective students during Open Days and Applicant Days.

Outreach Ambassadors work with 3 teams:

- Schools and Colleges Liaison
- Access and Widening Participation
- Student Recruitment

The Schools and Colleges Liaison (SCL) team focuses on promoting Leeds Beckett University to young people with the aim of recruiting students to our courses.

The Access and Widening Participation (AWP) Team focuses on inspiring and informing groups who are under-represented groups in higher education.

When working for the AWP team and the SCL Team, you will work predominantly on:

- HE Days and workshops
- Careers Fairs
- Faculty-specific events

Outreach Ambassadors are expected to have, or develop, an excellent knowledge of the undergraduate courses at Leeds Beckett and you must be able to communicate the key selling points of the University and our courses to students and parents when working on events.

Tasks that Outreach Ambassadors may be asked to carry out:

- Group-work facilitator.
- Staff a stall at a Careers Fair or Higher Education Fair in a school or college.
- Support or deliver Q&A sessions for young people on student life or your course.
- Deliver Campus Tours.
- Support presentations given by staff or other Ambassadors.
- Carry out mock interviews with year 12 and 13 students.
- Deliver talks on your subject or organise a workshop based on your course.

The Student Recruitment team deliver our Open Days, Applicant Days and staff UCAS Fairs. As an Outreach Ambassador, you will be eligible to work on events for all of the UK Student Recruitment teams.



Behaviour Expectations

We rely on Student Ambassadors to support our outreach and recruitment events, presenting the University in a positive light to parents and prospective students.

All Ambassadors are offered work by Leeds Beckett University on a Casual Worker Schedule of Terms. The Schedule of Terms sets out the standards expected of all Casual Employees:

You are responsible for maintaining high standards of work, personal behaviour and conduct during each individual period of work. You are required to comply with all reasonable instructions given to you by your manager. The manager to whom you are accountable during any particular assignment has the authority to suspend or terminate your assignment, prior to the conclusion of any assignment, should there be a breach on your part of the relevant standards and/or the terms of this agreement.

We expect our Ambassadors to adhere to the following:

Reliability – turn up for any shifts you have been allocated, wearing the correct uniform and ready to follow the instructions of the Event Manager.

Professionalism – act professionally and politely. Carry out any tasks requested in a positive manner to support your colleagues. Follow LBU policies, including Safeguarding, Social Media Use, and Health and Safety Policies:

- [ups_safety_health_wellbeing_policy_statement.pdf \(leedsbeckett.ac.uk\)](https://www.leedsbeckett.ac.uk/upsafetyhealthwellbeingpolicystatement.pdf)
- [https://www.leedsbeckett.ac.uk/-/media/files/policies/student/ups_social_media_policy_for_students.pdf](https://www.leedsbeckett.ac.uk/media/files/policies/student/ups_social_media_policy_for_students.pdf)
- [Upsafeguarding \(leedsbeckett.ac.uk\)](https://www.leedsbeckett.ac.uk/upsafeguarding)

Approachability – support and engage young people and their parents or carers when working on our events.

Proactivity – carry out your task to the best of your ability and stay focused on your role throughout the day.

Initiative – try to think ahead of what may be needed next or if you are aware of something that needs doing, see if you can support the Event Manager in addressing this.

The expected standard of good Ambassador behaviour includes, but is not limited to:

- Ensuring you are prepared for working by reading any pre-event information and paying attention during briefings.
- Being willing to carry out reasonable instructions and requests given by staff members in a timely fashion.
- Remaining professional and engaged for the duration of the event.
- Supporting and interacting with event participants for the duration of the event.

Please be aware that you must not smoke or vape during an event, or use your mobile phone for non-work purposes.

There may be instances where a Student Ambassador's behaviour or conduct needs to be formally addressed where it falls short of the expected standards

- Any concern or problem with an Ambassador's behaviour will be addressed by the Event Manager directly at the time that it occurs and the Ambassador



Coordinators will be made aware of this.

- All instances will be logged in an Ambassadors' record. Student Ambassador performance will be monitored and reviewed on a regular basis and work shifts may be limited when an Ambassador's behaviour falls short of the expected standards.
- In cases of a serious breach of the Casual Worker Schedule of Terms, or if an Ambassador's conduct does not improve we may choose to suspend or terminate an Ambassadors contract.

If you want to give feedback or raise a concern

We promote a culture of transparency and openness within the Student Ambassador scheme and encourage you to contact us with any concerns or issues you encounter within the role. This can relate to any contravention of our code of conduct or inappropriate language and actions used, and refers to both fellow Student Ambassadors or Leeds Beckett staff members.

We are happy to receive comments and feedback through email, telephone or in a face to face meeting. We treat any disclosures and complaints with the upmost sensitivity and professionalism. In dealing with the issue, we may be required to contact senior colleagues to resolve the problem, but will always keep anyone raising concerns informed of the outcome and actions we have taken.

Dress Code

The dress code when working on events is smart casual. We expect Ambassadors to wear their Ambassador t-shirt with a smart skirt or trousers and comfortable shoes, as you may be on your feet for several hours. Ensure you dress for the weather, as lots of roles will be carried out outside.

- Wear the Ambassador t-shirt provided. If you do not have one, we will give you one at the start of your shift.
- You should present a professional and smart image of yourself to visiting parents and prospective students.

Absence and Cancellation of Shifts

Under normal circumstances, we require at least 24 hours' notice of cancellation if you can no longer work your allocated shift. This enables us to contact other Ambassadors to replace you.

It is also essential that you are on time for your shifts so that you are present for the event manger's briefing. This ensures the smooth running of the event and we take repeated lateness seriously.

We understand, however, that illness or emergency situations occur which may prevent you from arriving on time or working on an event and from providing the required notice. In these circumstances inform us as soon as you know you cannot work and give the reason for your absence, by emailing outreachambassadors@leedsbeckett.ac.uk.



We record and monitor Ambassador absences and cancellations. Ambassadors who repeatedly cancel at the last minute or fail to turn up for allocated shifts are considered to be failing to uphold the 'high standards of work' expectation set out in their Schedule of Terms referred to above. We always try to make appropriate adjustments to enable all Ambassadors to participate fully in the Ambassador Scheme, so please contact us if you would like to discuss any additional needs you have that may impact upon your ability to work as an Ambassador.

Work Allocation

Student Ambassadors are casual workers with no set hours of work guaranteed, which means that you can choose how much work you want to undertake to fit around your studies and other commitments.

Please note: if you are an International Student with a Tier 4 or Student Visa, you MUST NOT work or volunteer for more than either 10 or 20 hours per week IN TOTAL. Check with the International Office if you are unsure of which limit applies to you. This includes all of the work or volunteering you do; not just Ambassador work.

You must be in the UK to carry out all online Ambassador work.

The Outreach Ambassador work allocation process:

1. Monthly memo

- A "monthly memo" is sent out via email to all Ambassadors. The memo details all of the planned shifts for the upcoming month.
- Ambassadors fill in the form indicating which shifts they are available to work.
- These responses are collated and work is allocated across all available Ambassadors.

2. Specific requirements

- Sometimes events or projects require Ambassadors from defined subject areas or with specific experiences.
- These events may be included in the monthly email, or we may email or text relevant Ambassadors directly with offers of work.

3. Last-minute staffing

- Occasionally, an event needs to be allocated urgently and/or at the last minute.
- In these cases, we will use our discretion to fill the role.

If an event is cancelled:

- There may be occasions where events are cancelled after they have been allocated or at the last minute.
- As much notice as possible will be given to Ambassadors if a shift is cancelled. Normally, Ambassadors will be notified via a text or by email.
- Ambassadors who have had work cancelled will be prioritised for any relevant additional work within the same month.
- If events are cancelled on the day or at very short notice, we may use our discretion to pay the affected Ambassadors for one or two hours to mitigate the financial impact



of the cancellation.

Pay information

Hourly Rate of Pay: £9.90 plus £1.05 holiday pay.

When working on Outreach events, the Event Manager will record your hours and send these to the finance administrator Kevin Mallowney to submit the payment.

When working on an Applicant Day or Open Day, you must sign in and out at events to record the time when you start and finish work so we have records of your hours for payment.

You are paid in arrears on the 16th of the month. The cut off for events to be paid is usually the end of the month, so if you work on the 20th of June, for example, you would be paid on the 16th of July for this. We recommend you keep track of the shifts you have worked and check them against your payslips.

If you have any pay queries, need to change your address, or request a P45 if you are leaving the Ambassador role, you need to contact us at studentambassadors@leedsbeckett.ac.uk. If you have any queries about your tax code or amount of tax paid email payroll@leedsbeckett.ac.uk.

Reference Requests

We understand that the Ambassador work is an excellent role to have on your C.V., which can help you to gain future employment after graduation. We are therefore happy to support our Ambassadors in this by providing a basic reference, in accordance with the following conditions:

- You must ask us if you would like us to act as a referee for you.
- The level of detail we are able to provide in a reference will be dependent on the number and type of events that you have worked.
- For some references, therefore, we may not be able to give sufficient detail to help your application. This is particularly the case for teaching applications. You must contact us to discuss such reference requests before submitting our names as referees.
- The email address to use for reference requests is outreachambassadors@leedsbeckett.ac.uk and the contact names are either Lucia Poole or Claire Rutherford-Chapman, Student Ambassador Co-ordinators, Leeds Beckett University, G06 Priestley Building, Headingley Campus, Leeds LS6 3QS. Generally, as we both work part time, whichever of us is working at the time of the request submission will action it to prevent delays with completing references.



Training and Development Opportunities

As an Outreach Ambassador you may have the opportunity to attend additional online or face-to-face training sessions throughout the year. These training opportunities can increase the types of events you can work on and help to build up your C.V. We will advertise any additional training sessions out to you via your student email address.

Contact Details

Lucia Poole and Claire Rutherford-Chapman manage the Student Ambassador Scheme and allocation of work.

Lucia – Monday to Thursday

Claire – Wednesday to Friday

Email: outreachambassadors@leedsbeckett.ac.uk

Office number: 0113 812 5907

We respond to calls and emails in office hours (Monday – Friday, 8.30am – 4pm).

