



LEEDS  
BECKETT  
UNIVERSITY

# Student Ambassador Handbook



# Student Ambassadors

## Introduction

The Student Ambassador Scheme sits within the UK Student Recruitment and Outreach team at Leeds Beckett University. As a Student Ambassador, you will play an integral role in promoting Higher Education and recruiting prospective students to Leeds Beckett University. You will act as a representative of the University during online and in-person Open Days and Applicant Days.

## Open Days and Applicant Day Tasks

There are a variety of roles that can be allocated to you when working on an Open Day or Applicant Day. On Open Days, we invite prospective students to look around the buildings and accommodation on our campuses, talk to current students, and listen to course talks. On Applicant Days we invite students who have been given an offer to study at Leeds Beckett to the University. They have the opportunity to talk to current students and course leaders and find out more about life at Leeds Beckett. Your role as an Ambassador on these events may include:

### General Ambassador:

- **Registration** – you will be assisting with the check-in process, to ensure that all visitors have checked in and receive maps, course information and an Event Guide.
- **Campus/Accommodation Tours** – you will be leading tours of the campus to large groups of prospective students and parents. For this role, you must be confident at presenting and have an excellent knowledge of the University and your campus.
- **Coaches** – you will be assisting with the inter campus shuttle buses (and if based at Headingley, the coaches to Kirkstall Brewery), to monitor use and act as a point of contact for any queries from prospective students and parents.
- **Stewarding** – you will be positioned at strategic locations around campus to provide information, advice and guidance to prospective students.
- **Online Chats** – during online events you will be allocated a chatroom on Unibuddy where you will respond to visitor questions on topics such as accommodation, student life, and studying abroad.

### Course Ambassador:

- Assist academic staff on your course stand and workshops and talks.
- Talk to prospective students about your course, academic school and university experience.
- Carry out housekeeping duties as requested by the Event Manager
- For online events, Course Ambassadors join sessions led by academics on Unibuddy or MS Teams and respond to visitor questions about their course.

All Ambassadors will be given a brief of the day on the morning before the event by the Student Ambassador Coordinator and will be given full details of their individual role by their supervisor for that shift.



## Behaviour

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:

- [uphs\\_safety\\_health\\_wellbeing\\_policy\\_statement.pdf \(leedsbeckett.ac.uk\)](https://www.leedsbeckett.ac.uk/ups_safety_health_wellbeing_policy_statement.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.

## **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 your permitted hours. If you are unsure of what these are, check with the International Office. Further information can be found here:

<https://www.gov.uk/tier-4-general-visa>. 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.

Work for Open and Applicant Days is sent out approximately three weeks before the event takes place. We will send you a work offer email via the University Myhub system. This email will invite you to submit your availability and you will have a deadline to respond.

At the end of this document you will find information on how to update your communications in Myhub to ensure you receive work offer emails.



Where possible, we try to ensure that Ambassadors are allocated work on a range of different roles during their Ambassador career. With specific reference to the Course Ambassador role, we take guidance from Course Leaders when placing Ambassadors in this position.

After we have allocated the roles, you will be sent an email via Myhub informing you if you have or have not been assigned work. If you have been allocated work, the email will state the start and finish times, meeting point, and the role you have been allocated. **Please record your shift details so that you turn up on time and prepared.**

## Absence, Lateness 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 manager'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 [studentambassadors@leedsbeckett.ac.uk](mailto:studentambassadors@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.

## Pay information

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

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 16<sup>th</sup> of the month. The cut off for events to be paid is usually the end of the month, so if you work on the 20<sup>th</sup> of June, for example, you would be paid on the 16<sup>th</sup> 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](mailto:studentambassadors@leedsbeckett.ac.uk). If you have any queries about your tax code or the amount of tax paid, email [payroll@leedsbeckett.ac.uk](mailto:payroll@leedsbeckett.ac.uk).



## Reference Policy

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.
- We can only provide information about when you started work for us and how many shifts you have worked. We cannot give detailed information on your performance or abilities, as we do not have sufficient knowledge of your work to be able to do this. If you have worked as a Course Ambassador, it may be better to approach one of your tutors who has worked alongside you on events to comment on your performance.
- The email address to use for reference requests is [studentambassadors@leedsbeckett.ac.uk](mailto:studentambassadors@leedsbeckett.ac.uk) and the contact names are either Lucia Poole or Claire Rutherford-Chapman, Student Ambassador Co-ordinators, Leeds Beckett University, G06 Priestley, Headingley Campus, Leeds LS6 3QS.

## Contact Details

Lucia Poole and Claire Rutherford-Chapman manage the Student Ambassador scheme and allocation of work. Our contact details are below:

Email: [studentambassadors@leedsbeckett.ac.uk](mailto:studentambassadors@leedsbeckett.ac.uk)

Office number: 0113 812 5907

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





## Updating Your Communication Settings

You need to ensure that you have the correct settings on MyHub so that you receive correspondence from us.

1. Go to your MyHub account
2. Drop down the arrow next to your name
3. Click on Communication Settings

The screenshot shows the MyHub dashboard with a navigation bar at the top containing links for myHub, Appointments, Jobs and Employers, Events and Workshops, Resources, Dashboard, and My University. A user profile for Lucia is visible in the top right. Below the navigation bar is a search section for vacancies with filters for Type Of Work (Any) and Location (Leeds, West Yorkshire, United Kingdom). A dropdown menu is open, showing options: Dashboard, Profile, Preferences, Communication Settings, Account, Contact Us, Terms and Conditions, and Logout. The main content area features several tiles: Careers, Money Support and Advice, Forthcoming events (listing workshops and events), Student Wellbeing, Disability Advice and Assessment, and News (listing upcoming events).

We will use the “Personalised Communications” option, so please ensure that you have ticks in these boxes.

			
Direct Communications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Essential Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personalised Communications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General News and Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sponsored Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointment Reminders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Event Updates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Event Reminders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Event Waiting List Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Update Settings](#)