

JOB TITLE
Pre-University Summer School Senior Student Ambassador (2 positions)
ROLE
<p>The Pre-University Summer School (PRESS) is a 10-night residential programme for 15-17 year olds, who want to experience what it is like to study at undergraduate level at a top UK university. We offer a choice of three pathways, A Taste of Economics and Finance, A Taste of Science and Engineering and a Taste of Social Sciences. Alongside their academic pathway, students will come together to undertake skills and development sessions and experience a busy wraparound social programme including a welcome BBQ, bowling, team building events and day trips to Oxford and London. It is a really exciting programme, and we try to make sure that the students have a brilliant student experience during their time with us!</p> <p>We appoint a team of Student Ambassadors to support the programme. The team is made up of two Senior Student Ambassadors and multiple Student Ambassadors. Each Senior Student Ambassador will take responsibility for a number of Student Ambassadors and will support those Student Ambassadors and their groups throughout the programme.</p> <p>As a Senior Student Ambassador, you will work closely with your Student Ambassadors and the Programme Team to provide an excellent student experience for the students on the PRESS. You will participate fully in the social programme and proactively build relationships with the students within the care of your Student Ambassador groups. You will be the first escalation point for Student Ambassadors who need advice and guidance with supporting students within their group.</p> <p>Each Student Ambassador will be on a rota to provide overnight cover in Sherbourne Halls of Residences, and as Senior Student Ambassador, you will be required to provide cover for your Student Ambassadors the following day to enable them to have appropriate rest periods.</p> <p>The Senior Student Ambassadors will work together to coordinate the Student Ambassador team. You will ensure that the team know are aware of what is happening on the programme and what they are required to do. You will manage the WhatsApp group chat with all the Student Ambassadors, responding to queries and disseminating timely information to the entire group so that the whole team is getting consistent and accurate information. You will act as the conduit between the Student Ambassadors and the programme staff, escalating matters appropriately to the correct members of the wider programme team.</p> <p>The Senior Student Ambassadors will be required to work on a shift pattern to provide cover during the programme and on occasion provide on call cover overnight. This will be provided in advance and suitable rest periods will be included on the rota.</p> <p>The Senior Student Ambassadors are required to live on campus for the duration of the programme, so on campus accommodation is provided as part of the remuneration package. The 10-night programme is fully catered and this is also included for ambassadors.</p> <p>The Senior Student Ambassadors are required to undergo a DBS check and undertake training for the position, and it is expected that they will undertake this training on the date specified on the job advert.</p>
DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Create a friendly and inclusive environment so that students have an excellent experience during the programme. • Be a positive role model for students and for Student Ambassadors, and lead by example at all times during the programme. • Represent Warwick professionally and adhere to safeguarding laws and best practice in accordance with the staff code of conduct and help to ensure your Student Ambassadors do likewise. • Work closely with and communicate effectively with Programme Team.

- Lead, supervise and support the Student Ambassadors you are responsible for by providing information and resolving any issues that arise.
- Ensure any students with additional needs are receiving extra support from their Student Ambassadors
- Support in the running of sessions, trips and social events at various stages during the Summer School.
- Engage with the students where possible and talk through your experiences of applying to university, student life, your career aspirations and encourage the students to achieve their full potential and actively participate in the Summer School.
- Keeping an issues log of any problems that arise so this can be reported to the Programme Team in a systematic way.
- Assist the Programme Team in the resolution of issues as they arise by seeking advice and following direction.
- Create and maintain a central repository of frequently asked questions to avoid duplication of effort by asking the same questions multiple times, and disseminate this information in a timely and appropriate manner.
- Report any incidents which occur to a member of the Programme Team in line with the Summer School escalation policy; this includes any incidents involving other ambassadors as well as the Pre-University students, or which may impact on our students.
- Cover the role of Student Ambassador when necessary, for example to enable appropriate rest time after being on call overnight, or in the case of sickness

SKILLS AND EXPERIENCE

To be appointed to the role of Pre- University Senior Student Ambassador, it is essential that you demonstrate the following:

- You are a current 3rd or 4th year undergraduate or postgraduate Warwick student.
- You have experience of working on a residential programme, either at Warwick or in a similar environment.
- You have knowledge of the University's support services and Halls of Residences.
- You have experience of providing administrative or customer service support within a team.
- You have experience of supervising or directing others to ensure that the team's aims are delivered.
- You have excellent interpersonal skills with the ability to communicate effectively with people from diverse backgrounds.
- You have excellent organisational skills with the ability to work in a demanding environment.
- You have the ability to deal with issues calmly and effectively, knowing when to escalate and to whom.
- You are able to work independently with limited instructions.
- You have knowledge and experience of using Microsoft applications including Word, Excel, Outlook and SharePoint.