

Student Language Ambassador Job Description

Job Title	Student Language Ambassador (Newcastle University)	Effective Date	26 th October 2016 – 31 st July 2017 (number of hours worked during this period will be determined by the post holder)
Faculty/Central Service	HASS (School of Modern Languages)	School/Section	SML (Routes into Languages NE)

Main Purpose of the Job

To facilitate on- and off-campus events aimed at pupils, teachers, and stakeholders across the region. These events are undertaken in support of the North East Consortium (RiL NE) of the Routes into Languages Programme (RiL) and aim to raise aspirations, widen participation, and encourage the continued study of modern foreign languages as well as the heightening of intercultural awareness.

The post holder is obliged to participate in a minimum number of Newcastle based events. This minimum is to be decided by the post holder with the Language Learning Support Officer's guidance in full consideration of the post holder's commitment to their studies. In addition, the post holder will assist at activities at which they will be required to represent the North East consortium, which includes the four partner universities (Newcastle, Northumbria, Durham, Sunderland and Teesside) and aid the Language Learning Support Officer and Senior Ambassador team in office and administration duties. The post holder must attend the relevant training (normally three half day sessions) as well as networking events. Involvement in other events is at the discretion of the post holder.

Main Duties and Responsibilities

1	Provide support for a minimum of RiL NE events. Duties include support for campus tours; campus educational activities, directing visitors and/or delivering talks and sessions.
2	Deliver a minimum of RiL presentations at schools/colleges. Presentation topics may include RiL NE Consortium, MFL Study; the 'University undergraduate experience'; student life; applying to university; choosing a university and course; developing your skills; employability and graduate opportunities.
3	Contribute to activities delivered by RiL NE and related widening participation activities that aim to raise aspirations of young people and their parents. These include support for other related RiL NE events. Some of these events may be under the auspices of key stakeholders relating to RiL. This may also include support for events aimed at targeted groups such as teachers and advisers, FE and mature students and parents.
4	Represent the University and RiL NE at a range of Higher Education recruitment events throughout the UK as well as in individual schools and colleges.
5	Contribute to the development and production of RiL-related publicity / marketing information (print and web-based) to raise the profile of the Programme. This will include, for example, taking part in photo shoots, contributing to the range of student profiles for use in publicity material and the development of podcasts and video clips to help inform prospective students about the MFL opportunities and learning methodology.

6	Assist with administration duties and other office-based duties as appropriate such as mailshots, event organisation, data entry.
7	Contribute to such other relevant duties and activities as may be identified by the Language Learning Support Officer or Senior Ambassador team.

Dimensions

Staffing

Each Student Ambassador works as one of a pool of around twenty representatives within the School of Modern Languages. As part of this they are guided by, and are directly answerable to, the Routes into Languages North East Programme. For each activity a lead member of staff will be identified and full training and support will be provided by this individual. The post holder will however act on their initiative where appropriate. Overall management responsibility will be undertaken by the Language Learning Support Officer who reports directly to the Manager of Open learning Resources (MOLR). The Language Learning Support Officer is also answerable to the SML Head of School.

Support at On- and Off-Campus events

Each Student Ambassador is required to work a minimum of RiL events as decided by the post holder with the Project Manager's guidance. These may be cross-consortium events or University specific. They may be held on or off campus. The level of involvement in other activities will be at the discretion of the postholder.

Support for the organisation of events

The Student Ambassadors will contribute as appropriate to other student recruitment events organised by the School of Modern Languages or RiL NE. RiL NE is charged with having a positive impact on at least 3,000 pupils throughout the North East in each year of its function.

Support for post-application open days and events organised by faculties and schools

Academic Schools within the three Faculties run post application Open Days and events for University applicants. The Postholder will have the opportunity to assist at these events.

Customers

All work as part of the RiL NE Programme involves extensive ongoing liaison with, and delivery of services to, a wide range of customers which includes: pre-16 students; post-16 students; teachers and student advisers; parents and families of applicants; academic staff and undergraduate students.

The post holder will play an important part in this context by maintaining high levels of professionalism in the delivery of their activities

Knowledge, Skills and Experience

Knowledge

The role requires the postholder to have experience of learning and/or teaching Modern Foreign Languages.

The role is intended for undergraduate, postgraduate, or exchange students at the University of any discipline. It is important that the postholder can demonstrate an appropriate attitude and aptitude / ability for the work involved. It is also essential that they are very familiar with two or more different languages as well as different cultures.

The key knowledge required is the postholder's own personal experience, as someone who has/will study MFL at the University, has learned/is learning languages, of the 'Newcastle undergraduate student experience'.

No specific experience relating to the role is required at the date of appointment, and full and comprehensive induction and training will be provided. Once appointed, the postholder will be required to gain an appropriate level of awareness and understanding of issues relating to: language learning, recruitment and admission of students; student choice; some knowledge and understanding of the UCAS application process; the range and levels of qualifications offered by students and entry requirements for HE; range of degrees offered by the Universities in the North East relating to language study.

During the period of employment, the postholder can expect to gain valuable work-related and transferable skills which will prepare him / her for progression to a graduate level professional role which may be in a related area of work. These include, for example: confidence and skill in public speaking; presentation skills; planning and organisational skills; team-working and leadership skills; project skills; skills related to working in an office environment; and time management.

Skills and aptitudes

The postholder should be an undergraduate, or postgraduate, or exchange student at Newcastle University at the date of appointment, who can demonstrate the ability and potential to perform at an outstanding level in:

- interpersonal communications and delivery of presentations
- communicating with a wide range of audiences
- creative problem-solving
- team work
- organisational skills

The post holder must also be able to demonstrate:

- ability to enthuse young people about Higher Education and Modern Foreign Languages
- ability to work with initiative, often under little supervision
- ability to handle difficult and often sensitive situations
- motivation
- willingness to work some evenings and weekends, including overnight stays at certain times of year.

A full, UK (or international) driving licence is desirable, but not essential.

Experience

No specific experience of relevant work is required, but previous experience of working with young people and / or an awareness of the issues surrounding the learning and studying of MFL in the UK, is a distinct advantage. This may be demonstrated, for example, through involvement, as an undergraduate student, in activities such as Students into Schools, assisting in School recruitment activities, working as a Language Assistant or teacher, or other relevant work.

Special Features	
Internal/External Relationships	<p>The role involves liaison, interaction, negotiation, support and relationships with a wide range of customers with whom the post holder has contact (including young people in schools and colleges). In these interpersonal interactions, the post holder is a representative of the RiL Programme, carrying out an important PR and marketing function. Full training, support and familiarisation with the role will be provided following appointment to ensure that the post holder has the appropriate skills and knowledge to carry out the role to a high standard.</p>
Other	<p>The post holder will be fully trained following appointment to be able to provide a high standard of accurate and impartial information to all identified customers. This includes, for example, information for potential applicants about MFL study options in FE and HE namely throughout the North East region. Training will be supported by documentation and comprehensive induction sessions which include working with and alongside established members of staff in the Student Recruitment Office, in the School of Modern Languages, and from other institutions.</p> <p>The post holder may be required to complete an application for a DBS (Disclosure and Barring Service, formerly CRB) check to comply with Child Protection Legislation. The post holder will not incur this cost.</p>