



# RESIDENT AMBASSADORS

**UNITED TO THE CORE**

## Resident Ambassador Job Description

**Job Grade: Grade 1**    **Hours are flexible week to week and will suit most timetables.**

### Job Purpose

To represent students in the property by being the voice of the community and work together with your property teams to deliver a tailored student experience through various events and initiatives.

These events and initiatives contribute to the customer experience strategy and include outreach to fellow students that are living with us. Social media may be used in line with our guidelines to promote activities which support a diverse and inclusive student experience for everyone.

Unite Students provide students (both undergraduate, postgraduate, domestic and international) with a number of opportunities to undertake paid work and develop employability skills while getting involved with the community to foster diversity and inclusion. As a Resident Ambassador, you will be involved with creating the legacy of the Ambassador movement and passing it on to the future generation of students.

### Main Job activities and duties

1. Represent the voice of your student community while working together with your property teams to deliver a tailored student experience.
2. Build a sense of togetherness and belonging in the community through collaboration with our property teams to help our new residents with life skills, city orientation, and finding their tribe.



3. Work together with Property teams to complete the tasks in Levels 1, 2 and 3. This would involve the planning and delivery of events throughout the academic year, NUS sustainability projects, community led social media posts, farewell events, etc..
4. Discuss and share experience of living at a Unite Students property as well as University life, past and present to deliver an authentic community led student experience. The main medium of communication will be through social media, but other mediums may be needed.
5. To form a City residence committee by Term 2, elect your Resident Ambassador President in Term 3 and work towards the goal of a self-managed team.
6. Complete your Residence Ambassador Workbook and performance framework with your Champions by the end of your tenure with Unite Students.
7. Be aware of Unite Students's policies and procedures including Health & Safety, Data Protection, Consumer Rights and Manual Handling.
8. Resident Ambassadors will be required to have regular progress reviews with the Resident Ambassador Champion(s) and their respective line manager(s).
9. Work with your property teams to complete recruitment of the following year's Resident Ambassadors.
10. Pass on your knowledge and experience to the next wave of Resident Ambassadors and shape the legacy of the program.

## Points to Note

This is a great scheme for you, if you:

- Require flexible working hours to fit in with your studies.
- Want to develop your communication and interpersonal skills, enhancing your CV and increasing your employability.
- Want to get paid while you meet new people and make friends.
- Feel positive about your Student Experience and want to contribute to shaping the experience of others.
- Want to create a sense of togetherness and belonging in your community whilst leaving your legacy behind.
- Are proud of the "Unite Students Experience" and want to help others achieve their version of success.
- Are passionate about helping people find their feet quick and help them get settled in new environments.
- Recognise that people need help and guidance in making important decisions.
- Enjoy working with young people and want to feel involved with your local community.

## Special Conditions

Resident Ambassadors are required to sign our Ambassador Charter which covers issues relating to reliability, working with and safeguarding young people, professional standards, and consumer rights.



All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the Unite Students's Health, Safety and Environmental Policy & Procedures.

All staff to follow the Data Protection Policy and associated policies, keeping information confidential and secure, in order to ensure employee and customer data is protected and handled appropriately in line with legislative requirements.

All staff should hold a duty and commitment to observing Unite Students's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

## **Organisational Responsibility**

Work in collaboration with the Resident Ambassador Champion(s) in each city, with oversight and guidance from respective Line Managers.

Work with the city teams for each event, and participate in the briefing, planning and delivery of any virtual or in person event.

## **Conditions of Service**

Please note that the availability of work will vary week to week, and is not guaranteed, but Resident Ambassadors usually value the flexibility this offers. Students are discouraged from working more than 16 hours per week, during term time.

## **Payment**

Resident Ambassadors are casual workers, paid £9.50 per hour of work (£10.85 London rate) after timesheets are completed and confirmed by the Resident Ambassador Champion.

## **Informal Enquiries**

Informal enquiries should be made to your Resident Ambassador Champion

## **Applications**

In 2021/2022 Applications are open all year starting from 21<sup>st</sup> June 2021.

For more information, please contact your local Student Ambassador Champion.