Congratulations

Congratulations and welcome to your new job as a Newcastle University Student Ambassador.

We hope that this handbook will provide you with all the information you need as a Student Ambassador during the next year. Please use this handbook as a brief guide, but if you do have any questions or queries while you are working with us please just ask or refer to the Student Ambassador website.

www.ncl.ac.uk/studentambassadors

Your Role as a Student Ambassador

You will work as part of a team and individually, to inform prospective students about the Newcastle University ‘student experience’ by taking part in a range of aspiration and attainment raising activities and events that support the University’s Recruitment Strategy.

Why am I in the Red Team?

Due to the large number of students participating in the Student Ambassador scheme, Ambassadors are split into two teams, red and blue. Although you have different managers and supervisors and hand in your timesheets to a different location, you will be receive the same offers of work as the blue team and are free to accept work from any part of the University at your discretion. Red Team ambassadors may be asked to attend some additional subject related training sessions over the course of the year.

Offers of Work

Offers of work will always be sent via e-mail, and will come from a range of staff members. These events are not compulsory, and you can book in to work as many, or as few as you wish, according to your availability. Some work may be subject or Faculty-based and therefore only sent to certain Ambassadors. Some work may require Student Ambassadors to attend an additional training session before they are eligible to be offered that type of work e.g. PARTNERS talks.
Management & Supervision

The team of staff who are responsible for your training, supervision and supporting your personal development are as follows:

Claire Edge
Red Team Supervisor
claire.edge@ncl.ac.uk
Tel: 0191 208 6464

Alison Pattison
Red Team Supervisor
alison.pattison@ncl.ac.uk
Tel: 0191 208 7185

Dawn Cuthbertson
Red Team Supervisor
dawn.cuthbertson@ncl.ac.uk
Tel: 0191 208 5266

Supervision at Events & Activities

The majority of events and activities on campus will be organised by other members of University staff, therefore your Project Manager for each event worked may change. If you have any queries about the arrangements of an event or your role at a particular event, you should contact the named key contact.

For any general enquiries, please contact the relevant member of the team using the contact details above.
Payment

For 2014-15 Student Ambassador payment is at a rate of at least £7.07 per hour. When you work you must complete a timesheet and have this authorised by the event leader. Once authorised you can submit it to the faculty office for payment.

Timesheets can be downloaded from:

www.ncl.ac.uk/studentambassadors

Payment for all work is via BACS transfer into a nominated UK bank account. Payments are always made on the last working day of the month.

Payment Rules & Deadlines

To ensure that timely payment is made to you, it is imperative you submit your timesheets no later than 4 weeks from the date on which you carried out the work.

Before handing in your timesheet ensure the following is complete and legible:

- Name
- Payroll Number
- Event Details
- Authorisation

If the information above is incomplete or illegible, we cannot guarantee payment.

Your completed and authorised timesheet must be submitted to the office shown below by midday on the 6th of the month to guarantee payment the same month.

NB. If the 6th falls on a weekend, timesheets must be handed in by midday on the Friday before.
Submitting your Timesheet

Your completed timesheets can be handed in at the following location between 9am and 4pm on weekdays:

Post Box
Devonshire Building
Newcastle University
Newcastle upon Tyne
NE1 7RU

The post box is located on the side of a metal cabinet, down the corridor by the lift.
Examples of Events and Activities

**STEM Outreach & Engagement**

As Student Ambassadors representing Science, Technology, Engineering & Maths (STEM) subjects, you can participate in the University-wide STEM outreach and engagement programme. This includes National Science & Engineering Week, School STEM Clubs, EXPLORE STEM days and events at the Hancock Museum. STEM events are designed to encourage continued participation in these subjects and to reverse a national decline in students taking these subjects to a higher level.

**Visit Days**

There are Visit Days each year for school groups and individuals who are considering applying to the University. The Programme includes talks on various topics, campus and accommodation tours and subject information sessions. Your role will be to support tours, direct visitors and/or deliver talks at sessions.

**PARTNERS School/College Talks**

The PARTNERS Programme works with over 100 schools and colleges in local area to provide opportunities and support for students who may be considering applying to university and their teachers. We run a comprehensive programme of activities for participating schools/colleges that aim to raise awareness of HE, identify and develop students’ potential and help students make the transition from school/college to Newcastle University. As part of the programme of events, we visit each school to give presentations to all of their post-16 students. As part of your role, you will deliver Year 12/first-year college talks on ‘Choosing a University and Course’.

**Accommodation Tours** are offered to prospective students and parents attending Post Application Open Days. They run on a weekly basis during the months of November and April and visit a range of different accommodation sites.

**Campus Tours** run on a fortnightly basis during the summer months, May to November. Your role will be guiding prospective students and their parents around the route, providing them with useful information and offering them the opportunity to ask any questions.

**Student Shadowing**

As part of the PARTNERS Programme, the University holds a subject-specific student shadowing event for Year 12/first-year college students. Students follow a set timetable for the day that includes a question and answer session, the opportunity to observe a lecture, seminar or practical session and a session on student finance and PARTNERS. You will work with a group of up to ten students and guide them through the day.
Examples of Events and Activities

Campus Based Events
Newcastle University holds a wide range of one-day campus based events for various age groups, including Aiming for a College Education (ACE) and Student Guide to Student Life. These events include interactive aspiration-raising activities covering various issues surrounding HE, as well as campus tours. Your role will be to supervise a group of up to ten students for the duration of the day.

Subject Specific Activities
We do have a number of subject-specific activities throughout the year, these may be within your academic school or the faculty offices.

The Faculty of Science, Agriculture and Engineering has a frequent need for Student Ambassadors to support their comprehensive recruitment, outreach and engagement programme. Last years’ Ambassadors contributed over 2000 hours of work at various events including summer schools, open days, photo shoots, mentoring and visits to schools and colleges in the UK and abroad.

The Faculty of Humanities, Arts and Social Sciences and Faculty of Medical Sciences will have occasional need for students in specific subject areas to assist at focus groups, taster days, subject talks, field trips, post-application open days, ad hoc school and campus tours, photo shoots, mentoring and additional marketing/recruitment activities. These activities may be made available to all ambassadors.

Your academic school may also offer you the opportunity to work at their post-application open days or to support their schools outreach programme. We encourage you to accept these additional offers of work when your timetable permits. You can be paid using the normal timesheet system by asking the school staff to authorise your timesheet, however some academic schools may choose to pay you using a different process.

Public Lectures
The University hosts a series of Public Lectures, called “Insights”, on various topics throughout the year. You will be required to assist with marshalling duties and answering queries from the general public.

Other Opportunities
You may be asked to assist with administration and other office-based duties such as taking part in photo shoots for use in publicity materials for the University. Many other varied work opportunities arise throughout the year and we will contact you with details as appropriate.
Rules and Regulations

Please ensure you comply with the following when working as a Student Ambassador:

• All Student Ambassadors must remember that they are acting as an ambassador for Newcastle University and must therefore act responsibly and respectfully to others whilst on duty

• Student Ambassadors must not involve themselves in any unauthorised activity that may cause injury to students, staff or themselves

• Student Ambassadors must disclose any accident or incident to the lead member of staff

• Student Ambassadors must read and understand the University’s Framework for Safeguarding Children prior to the start of each event/activity

• Student Ambassadors must attend all compulsory training sessions and each training session relevant to particular events, and must adhere to the rules and regulations outlined in the sessions. This will include detailed Child Protection training

• Student Ambassadors must submit an application for, and receive satisfactory enhanced disclosure from the Disclosure and Barring Service (the cost will be met by the University)

• Student Ambassadors must understand that pupils attending the majority of activities are under the age of 18 and are minors in the eyes of the law. All one-to-one contact with pupils must be avoided in order to prevent situations where allegations could be made

• Student Ambassadors must not form any personal/intimate relationships with students who attend any recruitment events

• Student Ambassadors must not purchase or consume alcohol or take any illegal substances whilst on duty. Student Ambassadors are encouraged to limit their alcohol consumption the night before starting work at an event

• There is a no smoking policy throughout the University. Student Ambassadors are only allowed to smoke in designated areas and never while responsible for visitors/groups of students.
Rules and Regulations

Please ensure you comply with the following when working as a Student Ambassador:

• Travel expenses to and from any event/activity held on campus will not be reimbursed. The University will provide appropriate travel arrangements for any other event and any expenses occurred will be reimbursed, for example, petrol/costs for hire cars, train tickets, accommodation costs etc.

• Student Ambassadors must follow all emergency procedures, for example in the event of an accident, fire drill or child protection incident. This will be outlined in full during the training session

• Student Ambassadors will not disclose any confidential information to which they have access that may concern a student, a fellow Student Ambassador or member of university staff

• Students must submit timesheets no more than 4 weeks from the date on which you carried out the work

Event Specific Rules and Regulations

Before the start of each event/activity, staff may explain some additional rules/regulations for the day. It is expected that you will adhere to these for your own safety and that of other students and staff.

Serious Misbehaviour

In the event of a serious incident of anti-social behaviour, such as fighting, bullying, the use of homophobic, sexist or racist language or the consumption of alcohol or illegal substances, the Student Ambassador will invalidate their contract of employment.

Health and Safety/Child Protection

It is vital for you to comply with all Child Protection and Health and Safety legislation. You will receive full training about the policies and procedures Newcastle University have in place and the role you will play. You will receive a copy of our Child Protection Policy and it is your responsibility to read through this document. If there is anything you don’t understand, please contact Alison Pattison, Claire Edge or Dawn Cuthbertson immediately.
**Absences**

All absences should be reported both to the relevant Student Recruitment Officer (Alison Pattison or Claire Edge) and also to the Project Manager of the event/activity you are working at. This should be done by phone so that all the necessary staff can be informed and alternative arrangements made as soon as possible.

**Dress Code**

You will be provided with a Student Ambassador polo-shirt and name badge and it is imperative you wear this when taking part in events and activities unless advised otherwise. For Visit Days and other large events, you may be asked to wear a University T-shirt, which will be provided. Failure to wear the supplied clothing may see you being sent home from the event.
Always Remember…

- Act as a role model to the students
- Strike a balance between friend and authority figure
- Attend the briefing/training session on time. It won’t take very long but is very important! This will usually be held each morning before the event starts, but for some activities, it may be held the week before
- Follow instructions given to you by the staff, be prepared for change!
- Be on time for each session and activity and wear a watch if you have one!
- Use your initiative if you spot a problem
- Be enthusiastic – it is catching and will encourage the students you are working with!
- Feedback any comments you have about events: you will be given the chance to contribute to round-up sessions, so please give us any suggestions on how to improve the activities.

Useful Websites

Student Ambassadors
www.ncl.ac.uk/studentambassadors

Newcastle University
www.ncl.ac.uk

PARTNERS Programme
www.ncl.ac.uk/partners

Visit Day
www.ncl.ac.uk/undergraduate/visit

Postgraduate Open Day
www.ncl.ac.uk/postgraduate/visit
Thank you

Thank you in advance for all of your hard work at these events. We are speaking honestly when we say that we couldn’t run our comprehensive programme of activities and events without your input.

We hope you enjoy it!