

## Job Description

Role/Job Title: **Widening Access and Student Success (WASS) Ambassador**

School/Department: **Widening Access and Student Success**

Responsible To: **WASS Ambassador Lead**

Pay/Rate: **£12.82 per hour**

### ABOUT WASS

Widening Access and Student Success (WASS) supports young people from under-represented groups to access and be successful in higher education. Our Widening Access and Uni Connect teams support pupil aspiration and attainment through their outreach work in targeted primary and secondary schools across Hertfordshire. The Student Success team works collaboratively with colleagues across the University to close gaps in outcomes by addressing the barriers that contribute to lower rates of attainment, continuation, and progression for underrepresented groups. Our ambition is to transform our students' lives by empowering them to be successful in their journey at the University of Hertfordshire (UH) and beyond. All our work is guided by the commitments and targets set out in the University's Access and Participation Plan (APP). Find more information [here](#).

### MAIN PURPOSE OF THE JOB

WASS Ambassadors are responsible for engaging with prospective and current university students, supporting the work of WASS to address barriers to accessing and succeeding in higher education. This will include working with students in primary and secondary schools, further education/sixth form and those studying at UH. Ambassadors will share their own student journey and their experiences of university life, promoting a positive view of higher education to inspire and act as a role model for any young people and current students that they work with. By supporting students through this work, you will contribute to the development of a diverse and inclusive university community.

### Key Duties:

Support the Widening Access team to engage with and support school students. This could include but is not limited to:

- Helping participants become fully aware of their capacity to succeed in education and help them to gain a realistic, but ambitious, insight into the range of opportunities available to them.
- Supervising and facilitating groups and activities, leading campus tours, talking about your own experiences with students and general event assistance.
- Promoting a positive view of university in a fun and engaging way that is appropriate and relatable to the age of the young people you are working with at the time. Informing and advising about higher education while understanding the barriers they may face, both now and in the future.

Support the Student Success team to engage with and support current UH students. This could include but is not limited to:

- Sharing your student journey and university experiences with current students at events and activities.
- Supporting the team to identify student needs and offer support, for example by making phone calls.
- Contributing to student communication activity by producing written and video content.



It is vital that WASS Ambassadors adhere to the guidelines for working with children, young people and vulnerable adults issued by the UH as well as how to handle sensitive data and confidential information in line with university policy and General Data Protection Regulation (GDPR).

The role may include working unsociable hours and/or weekends. The casual nature of the role means that it is flexible; shifts are advertised in advance via the HEAT Ambassador Portal and ambassadors can apply for those that most suit their interests/availability.

The WASS team value all our staff and will look for opportunities to support and develop our ambassadors. WASS Ambassadors can expect to be trained, supported, monitored and paid for carrying out this work.

Please direct any informal queries about the role to Emma Pearce, WASS Ambassador Lead at [wassambassadors@herts.ac.uk](mailto:wassambassadors@herts.ac.uk)

## PERSON SPECIFICATION

| Criteria   | Essential | Desirable |
|--|-----------|-----------|
| A current student at the University of Hertfordshire.  | x         |           |
| <b>Behaviours and Attributes</b>   |           |           |
| Reliable with excellent time management skills.  | x         |           |
| Able to represent WASS and the University of Hertfordshire in a positive and professional manner.  | x         |           |
| Passionate about higher education opportunities.   | x         |           |
| Demonstratable knowledge of the challenges faced by students at university and barriers that exist to higher education.  | x         |           |
| Adaptable to multiple different working environments and responsibilities.   | x         |           |
| Committed to Equality, Diversity, Accessibility and Inclusion  | x         |           |
| Proactive team player who can utilise their own initiative as well as understand when to seek help from supervisors.   |           | x         |
| Willing to travel to school, colleges and other settings in the Hertfordshire area to support WASS activities.   |           | x         |
| <b>Knowledge and Skills</b>  |           |           |
| Good interpersonal skills with the ability to communicate effectively with a wide range of people, including university staff, students, other ambassadors, teachers and young people. | x         |           |
| Knowledge and understanding of professional boundaries when working with children and vulnerable groups.   | x         |           |
| Proficient in spoken and written English.  | x         |           |
| Ability to encourage and support people with sensitivity and kindness.   | x         |           |
| Knowledge and understanding of the British school system.  |           | x         |
| Strong organisational skills and the ability to carefully follow instructions.   |           | x         |
| <b>Experience</b>  |           |           |
| Experience of working with young people.   |           | x         |
| Experience of working in an educational/support setting.   |           | x         |

**FACES**, our core values, inform and sustain all of our activities. On an individual basis we are:

- Friendly
- Ambitious
- Collegiate
- Enterprising
- Student-focused

The University of Hertfordshire's vision is to transform lives, whether that's our students or staff. This means whoever you are, we will support you to reach your full potential to succeed during your career with us. Our staff community comprises innovative individuals who want to develop, excel and add value by doing their very best. We each embody the University values to be friendly, ambitious, collegiate, enterprising and student focused. We are passionate about promoting and working in a diverse and inclusive staff community. Everyone who works for the University is encouraged to share in that sense of belonging, entitled to feel they are managed fairly, are valued and accepted, and understand they are being supported to succeed.

We particularly welcome applications from students who identify as being from a group currently underrepresented in higher education, (as categorised by the [Office for Students](#) for more information please follow the link), these include:

- Students from areas of low higher education participation, low household income or low socioeconomic status,
- Some black, Asian and minority ethnic (BAME) students,
- Mature students,
- Disabled students,
- Care Leavers,
- Carers,
- People estranged from their families,
- People from Gypsy, Traveller, Roma, Showmen and Boater (GTRSB) communities,
- Refugees,
- Children from military families.

## **DISCLOSURE AND BARRING SERVICE**

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure Barring Service before the appointment is confirmed. An Enhanced Disclosure will be required, and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

## **HEALTH, SAFETY AND WELLBEING**

Please be aware that this role may involve the following:

- Occasional manual handling.
- Occasional prolonged periods spent outdoors.