



Welcome



WELCOME TO THE UNIVERSITY OF SURREY STUDENT AMBASSADOR SCHEME

Every year we rely on our dedicated team of Student Ambassadors to represent the University at a variety of on and off-campus events.

The scheme will enhance your personal and professional development and will give you opportunities to experience a variety of roles and activities across a range of different University departments.

This handbook provides relevant information for your role as a Student Ambassador and any University of Surrey policies and procedures you need to be aware of. If you have any further questions, contact details for the team members responsible for the Student Ambassador scheme can be found within this document.

YOUR ROLE AS A STUDENT AMBASSADOR

You will be working as part of a team, as well as individually, to inform prospective undergraduate and postgraduate students about university. Drawing on your own experiences and knowledge you will be promoting study within Higher Education as well as the University of Surrey in a positive light. You will be supporting the strategies and targets of each of the departments as well as University wide strategies.

SENIOR AMBASSADORS (UK RECRUITMENT ONLY)

Senior ambassadors assist with a number of events on and off-campus and are given more responsibility than a general student ambassador. Their roles involve giving student life talks and attending HE fairs at schools and colleges independently, supporting the training of new student ambassadors and office administration. They also manage and lead small groups of student ambassadors at large scale events including applicant days, Surrey UK University Search and Wednesday and Friday campus tours.

STUDENT
Ambassadors

HANDBOOK



AS A STUDENT AMBASSADOR, YOU HAVE BEEN SELECTED TO WORK FOR ONE OR MORE OF THE FOLLOWING DEPARTMENTS

UK STUDENT RECRUITMENT AND MARKETING

Amanda Boissevain | UK Student Recruitment Manager

a.boissevain@surrey.ac.uk

Jordan Richardson | UK Student Recruitment Officer

jordan.richardson@surrey.ac.uk

The Student Recruitment Team is responsible for the delivery of information and advice on undergraduate and postgraduate courses to students from the UK. As a student ambassador you will be supporting the team by attending HE fairs and UCAS exhibitions at various schools and colleges across the UK.

On campus you will be leading campus tours to prospective students and their parents, supporting offer holder days and assisting with school visits as well as a range of other opportunities.

Richard Falkus-Holder

ambassadors@surrey.ac.uk

The Marketing Ambassadors are managed by the Student Marketing and Social Media teams.

The Student Marketing team are responsible for creating strategic and integrated recruitment marketing campaigns across multiple channels, to attract, engage and nurture prospective students. As an ambassador, you will be supporting the team by writing blogs, holding Q&A sessions on the Facebook Offer Holder group pages and participating in ad hoc jobs such as photoshoots and webinars.

As a digital ambassador, you will be supporting the social media team by creating Instagram Stories, vlogs, and other forms of engaging content for the University's central channels. You'll also be collaborating with the team to give an open and exciting view into student life at Surrey.

WIDENING PARTICIPATION & SUCCESS

Rob Thatcher | WPS Manager (Head of Widening Participation & Success)

r.thatcher@surrey.ac.uk

The Department of Widening Participation (WP) & Success delivers a programme of exciting and informative activities designed to raise the aspirations and attainment of students from underrepresented groups within higher education.

The programme is primarily targeted at pupils in Years 5 to 13 within schools in Surrey and nearby regions. The events specifically target students who meet the WP targeting and eligibility criteria. As a WP&S Ambassador you will facilitate and deliver a range of workshops including on-campus events, in-school activities, virtual webinars, Summer Schools, mentoring programmes and more. You will work with students, teachers, parents and carers to raise aspirations and help pupils to make informed decisions.

You may also support the work of the Higher Education Outreach Network (HEON), a partnership of several universities and colleges across Surrey and Northeast Hampshire aiming to support young people to make informed choices about their future education.

INTERNATIONAL STUDENT RECRUITMENT

Vera Kektsidou | International Officer

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Lucy Fisher | International Officer

lucy.fisher@surrey.ac.uk

The International Student Recruitment Team is responsible for the delivery of information and advice relating to the International Foundation Year programme and undergraduate and postgraduate courses to students outside the UK. This is achieved by travelling overseas to educational fairs, international schools and liaising with overseas agents. As a Student Ambassador you will be supporting the team by running our international blogs and email inboxes, talking about your experiences at Surrey and in the UK, conducting campus tours for our international visitors and helping out at various events we have throughout the year.

Expectations



TO ENSURE WE CAN SUPPORT YOU TO THE BEST OF OUR ABILITIES, STUDENT AMBASSADOR PERFORMANCE WILL BE MONITORED ON A REGULAR BASIS.

We operate a three-strike policy, so any warnings and absences will be recorded and followed up if deemed necessary by a member of staff. If followed up and no improvement is shown, your contract may be terminated.

As a Student Ambassador you are first and foremost a representative of the University of Surrey. In addition to this and given the nature of the work undertaken, you are a role model to the young people that you will be working with.

Therefore, we expect you to follow the rules and regulations below whilst you are on duty:

- You must attend all training sessions that relate to the department/s you have been selected to work for.
- Respect all staff members, student ambassadors and event attendees.
- Do not engage in any abusive or antisocial behaviour, including the use of sexist, racist or homophobic language.
- Behave responsibly: follow instructions from staff members and do not involve yourself in activities that are likely to cause injury or harm to yourself or anyone else.
- Arrive on time for all events you are scheduled to work.
- Give at least 48 hours notice if you can no longer work a shift.
- Wear your uniform to all events and activities unless advised otherwise.
- Do not use mobile phones (outside of work-related use), headphones or any other personal equipment whilst on duty. If you need to make an urgent phone call, speak to a member of staff or senior ambassador.
- You must be reliable – do what you say you will do (don't agree to something you might not be able to deliver). Unreliability will result in you receiving a strike.
- Student ambassadors are expected to have a proactive attitude and show willingness and enthusiasm in undertaking the variety of tasks requested of them.
- All information given about the University, further and higher education, should be accurate and provided in a positive way. Negative comments about any member of staff, the University of Surrey, or an event you are working may result in you receiving a strike.
- You should be aware of the limit of your responsibilities and refer any matters of which you are unsure of to a member of the relevant team.
- You should be properly prepared and check you have all the details of the activity or event you are involved in. You will be expected to know what resources, and information or giveaways, you can use. You should be aware of all health and safety instructions and follow them as appropriate.

Disciplinary Procedure

▶▶▶ DISCIPLINARY ACTION IS RARELY NEEDED, AS MOST STUDENT AMBASSADORS TAKE GREAT PRIDE IN THEIR WORK.

However, failure to adhere to expectations will result in disciplinary action.

A three-strike policy is in place. If you receive three strikes throughout the duration of your employment, you will not be asked to work as a student ambassador again. A strike may be given for any of the following:

- Arriving more than five minutes late to work on more than one occasion without a valid reason
- Cancelling work without 48 hours notice or a valid reason (such as illness/emergency/unexpected lecture reschedule)
- Failing to arrive for work without previous notice or explanation
- Reporting for work hungover/intoxicated
- Inappropriate language/behaviour (includes smoking, or drinking alcohol in public) when wearing your student ambassador uniform
- Receiving bad feedback from a member of staff, the public, or a fellow student ambassador on more than one occasion
- Consistently using a mobile phone while working, beyond the agreed work-related or emergency usage
- Being seen to give a negative view of the University while working, including via social media
- Breach of confidentiality particularly if in relation to a young person's welfare
- Gross misconduct - which may lead to immediate dismissal

If any of these circumstances or any other gross or consistent breach of expectations arise, they will be investigated fully. Student ambassadors will be

called to an individual meeting to discuss the issue, and a strike will be

logged

against their student ambassador record. If a student receives three strikes they will be dismissed from the Student Ambassador scheme.

Dress Code

▶▶▶ YOU WILL BE PROVIDED WITH A STUDENT AMBASSADOR POLO SHIRT AND HOODED JUMPER.

It is imperative that you wear your student ambassador uniform when taking part in events and activities, unless advised otherwise. We expect you to wear appropriate clothing on your lower half for events, taking note of the following:

- Ensuring shorts and skirts are not too short or revealing.
- It is fine to wear jeans when working, however, please avoid ripped jeans.
- Smart casual tracksuit bottoms are also acceptable, but gym leggings, and other similar athleisure designs, are not appropriate for ambassador roles.

Inappropriate clothing may result in a strike on your ambassador record.

Shoes should be closed toe and sensible for working, as you will often be standing for long periods of time, needing to walk around campus, and moving resources for events. Clean trainers are very much advised for the role. Flips flops, sandals, and other shoes not secured to the foot are not appropriate for ambassador roles.

During colder periods, wearing your own coat over your uniform is permitted.

For large events such as open days you may be asked to wear a University branded t-shirt, which will be provided.

When you finish at Surrey as a Student Ambassador, please return any uniform that is in good condition to the department.



Safeguarding



AS THE MAJORITY OF PEOPLE YOU WILL BE WORKING WITH ARE UNDER THE AGE OF 18, IT IS IMPORTANT TO BE AWARE OF THE UNIVERSITY'S SAFEGUARDING POLICY

Below are some points to keep in mind.

- Do not form personal or intimate relationships with any of the students you work with.
- Do not befriend or accept friend requests of any form on social media from visitors, students, parents or teachers you work with at events.
- One-to-one contact with pupils in isolated situations must be avoided to prevent circumstances where allegations could be made. For example - a one to one conversation in a pupil's bedroom on a residential is not appropriate, whereas a one to one conversation that takes place at lunch on a taster day with others present would be. As a student ambassador we encourage you to engage with pupils on events - however, always remain mindful of the situation around you.
- Disclose any accident or incident to a member of staff as soon as possible.
- All UK Recruitment and WP ambassadors are required to undertake an enhanced DBS check. This will be funded by the scheme. (Please see appendix A). If you fail to complete the DBS check within the specified time limit, you will be removed from the scheme.

The University's Child Protection (Under 18's) Safeguarding Policy can be found [here](#).

Working Hours



WORK UNDERTAKEN BY STUDENT AMBASSADORS IS FLEXIBLE AND FITS AROUND YOUR STUDIES

Student Ambassadors are casual workers, and as a casual worker - the Student Ambassador scheme is not obliged to offer you any work nor are you obliged to accept any.

The University advises students to limit their working hours to 16 hours per week during term time so you can keep a balance between work and study.

Student Ambassadors will work variable hours which may include early mornings, evenings and/or weekends.

- The majority of Student Ambassadors are not required to commit to regular work patterns.
- Each event is a job in its own right and commitment begins and ends with each event.
- Student ambassadors can register to work for as many or as few events as they wish, but being accepted for work is never guaranteed.
- Due to the flexible nature of this work, set working hours are not guaranteed.

Tier 4 Visa Work Limitations

▶▶▶ INTERNATIONAL (NON-UK/NON-EU) STUDENTS WILL USUALLY BE STUDYING AT THE UNIVERSITY ON A TIER 4 STUDENT VISA ISSUED BY UK VISAS AND IMMIGRATION (UKVI)

Non-EU students will usually be studying at the University on a Tier 4 student visa issued by UK Visas and Immigration (UKVI). This visa will either be stuck inside your passport or on a biometric card (similar to a driving licence). It will clearly state the number of hours your visa allows you to work, if at all.

For those on a first degree or above, the visa may state you can work 20 hours a week – however the University recommends advises not to work more than 16 hours.

Below a first degree (i.e. Foundation Year) the student will be granted 10 hours of permitted work a week.

Please note the limitation of 16 hours per week encompasses all jobs you may have e.g. student ambassador work and a part time job at a supermarket.

Though UK & EU students have no legal limitations on the hours they work –the university also advises you work no more than 16 hours a week. This is to ensure students put their studies first!

Unlike UK and EU students, a ‘week’ in this context is considered to be any rolling seven-day period (i.e. a ‘week’ does not run from Monday to Sunday or from any other specific day). During university vacation periods non-EU students may work up to 37 hours a week.

Note: non-EU students on a postgraduate course are still limited to 20 hours a week, even during vacation periods. This limit remains until the official end of your course.

It is your responsibility to adhere to your work limitations.

Work Requests and Allocations

▶▶▶ WORK REQUESTS WILL BE SENT TO YOU VIA HEAT, TEAMS OR BY EMAIL AND MAY COME FROM A RANGE OF STAFF MEMBERS.

Always make sure that you check your availability first before putting your name down, and to update any pending applications as soon as possible if your availability changes.

Once a work opportunity has closed, the relevant team will then allocate and confirm events. Allocations will be sent to you via email, along with all of the details that you need for the role. This will ensure that you are prepared for the event you have been selected to work. If you have any questions, please email the lead member of staff for the event as soon as possible.

Please ensure to promptly respond and confirm that you are still happy to work, and understand the information you have been given, once you are contacted to accept work.

If having applied to multiple roles taking place on the same date, in the event of a clash of job offers, ambassadors must ensure they commit fully to the first role they accepted. It is not acceptable for ambassadors to commit to one role, to then cancel to work another role on the same date instead.

For UK Recruitment and WP work allocations you will need to be registered on the HEAT system. Please contact us if you are not registered, or have difficulty using HEAT.

If your job is cancelled within 48 hours of you working you will still be paid for the work.



Driving

►►► FOR SOME JOBS THAT ARE ADVERTISED WE WILL SPECIFICALLY ASK FOR THE STUDENT AMBASSADOR TO BE A DRIVER

For some jobs that are advertised we will specifically ask for the Student Ambassador to be a driver. These Student Ambassadors may be requested to drive independently to events using a university lease car / hire car.

To become a driver, you will need to possess a UK driving licence, and have registered with the university's insurance provider.

The registration form will be provided by staff as needed.

Students would be driving lease or hire cars provided by the University so there is no need to own or use your own car. Student Ambassadors cannot drive their own vehicles to events as you will not be covered by insurance.

Student Ambassadors are liable for any parking or speeding fines incurred whilst they are driving. You would be expected to cover the cost of this and accept any points that may be associated with the road traffic regulation breach.

A copy of the University's Driving at

Work

Policy can be found [here](#).

Payment Procedures



STUDENT AMBASSADORS ARE PAID HOURLY FOR MOST EVENTS

You will be paid directly into your bank account on the last working day of each month depending on when you submitted your timesheets and when they were approved. Unitemps recommend entering your timesheets on a weekly basis to ensure you are paid on time for the correct weeks you have worked. The deadline for timesheet approval is usually around mid month, but can vary. After you have completed your registration with Unitemps, you will be sent a payroll calendar detailing all of the pay periods and cut off dates for that year by email.

If you look to submit a timesheet more than four weeks after the work has taken place, it is likely the timesheet will have closed and you will be unable to access it. In this case, you will need to contact your hiring manager, to allow you to be re-added to the timesheet. Late submission creates an increased workload for Unitemps and the department and can also affect departmental budgets.

Payments are administered by Unitemps and you will need to ensure you have followed the two-step process to complete your registration fully.

The first part of the registration is to create an account online: unitemps.com Once this has been completed, you will need to provide Unitemps with your passport/visa and your bank details to complete your registration. This may take place remotely or in-person, and will be confirmed by their team. You will then be fully registered and ready to start work. The whole registration process MUST be completed BEFORE you start work; failure to do so will mean that Unitemps will be unable to pay you for the work you have completed.

To be able to get paid, International Students need to **apply** for a National Insurance number.

You can still register with UniTemps while you are waiting for your National Insurance number.

If you have any problems with your timesheets or queries regarding your pay in any way please either email ambassadors@surrey.ac.uk and/or unitemps@surrey.ac.uk. Unitemps are based on Stag Hill campus in room 101 HA 00. They are next door to Hillside Coffee, on the walkway towards the Students' Union.

EXPENSES

There are times when it may be necessary for Student Ambassadors to buy their breakfast, lunch or dinner when they are working an event. This may be due to the fact that we may require you to travel the night before an event and stay in a hotel (this will be pre-booked and paid for) or due to the distance that we need you to travel to get to the event.

If this is the case it will be stated in the job details and an expenses form will be provided for you to complete. Once you have returned from the event, you must bring in

your receipt to the event lead. Many school events will provide you with food if the event is over a meal time - if this is the case you would not be able to claim additional food.

Claims, supported by receipts, will be reimbursed up to the maximum level of expenditure as shown below:

Breakfast **£10.00 max**

Following overnight stay or journey commencing before 7am

Lunch **£10.00 max**

Total cost including a non-alcoholic drink.

Dinner **£30.00 max**

Total cost including a non-alcoholic drink. The expectation is that lunchtime subsistence will be limited to that which would normally be taken whilst at work, e.g. a sandwich and fruit or similar and a non-alcoholic drink.

It will be stated on your job details whether you will be able to claim for meals whilst working.

Social Media



IF A STUDENT AMBASSADOR POSTS TO SOCIAL MEDIA AS PART OF, OR IN RESPONSE TO, THEIR ROLE AS AN AMBASSADOR, THEY WILL BE SUBJECT TO THE UNIVERSITY'S SOCIAL MEDIA GUIDELINES FOR STAFF.

Social media could include:

- Facebook Live streams
- Instagram takeovers/Q&As
- Monitoring of private Facebook groups set up by the University
- Support at events e.g. open days

All content published by staff on official social media channels is subject to the University's employee policies and procedures.

The University's IT Acceptable Use Policy and Guidelines can be found [here](#)

It is important that you don't publish personal or confidential information about students, University staff, alumni, or stakeholders. Please be aware of the **University Data Protection Policy**.

Always use discretion, thoughtfulness and respect for your colleagues, students and the University's stakeholders. When publishing photographs on social media channels care should be taken to ensure that whenever possible, individuals featured in those photographs give their consent to publication.

Confidential or commercially sensitive information about the University should not be shared over social media. You should avoid discussing or speculating on internal policies or matters.

The University does not monitor personal sites but will work with colleagues across the University (including Student Services, IT Services and Marketing) to address issues that are in conflict with the University's policies and procedures.

Those ambassadors who undertake a social media role will also receive a training session from our Social Media Team, and will be provided with the opportunity to boost their own personal social media profiles on the University's central channels. They will also have behind the scenes access to various University events when supporting the Social Media Team.

PERSONAL ACCOUNTS

We recognise that many Student Ambassadors will make use of social media in a personal capacity. However, disciplinary action will be taken against any ambassador whose communications do the following:

- Bring the University into disrepute
- Breach confidentiality
- Breach copyright
- Breach the terms of service of the social network
- Do anything that may be considered discriminatory against, or bullying and/or harassment of, any individual

The University's Social Media policy can be found [here](#).

Occasionally, you may find that a pupil tries to contact you on social media. Please be advised that it is not appropriate under any circumstances to accept a friend request from a student or communicate with them in any way via social media.

We strongly recommend that student ambassadors check their privacy settings on their personal accounts to ensure that they can only be viewed by approved people.

Please do not add staff members that you work with on social media - this includes LinkedIn. All work related communication must be done via the indicated method of communication for each event.

Only after graduating, are ambassadors encouraged to add staff members on LinkedIn.

Absence Policy



OUR EVENTS HEAVILY DEPEND ON YOUR PARTICIPATION AND SUPPORT.

Therefore, we expect you to give us at least 48 hours notice if you can no longer attend an event. All absences are monitored and may be followed up if necessary.

BREAK IN STUDYING

If you are going on a placement/study abroad as part of your course this year, you can still continue in your role as a Student Ambassador. It is important for us to have placement/study abroad students working at events such as open days/in-country events in order to promote the importance of placement opportunities to new students.

If you suspend your studies you cannot work as a Student Ambassador.

FINISHING AS A STUDENT AMBASSADOR

If you can no longer commit to being a Student Ambassador or need to take a break, please contact ambassadors@surrey.ac.uk as soon as possible. We do understand that your studies take priority, that deadlines sometimes get on top of you, and that unforeseen events happen in life outside of university. We much prefer you to speak to us (in confidence) rather than simply stop working. You can stop being a Student Ambassador at any time.

REFERENCES

Student Ambassadors are invited to put the scheme down on any job applications as a referee. Depending on the type of reference needed, Student Ambassadors can get a standard reference from Unitemps which will state the start/end date and the rate of pay for example. Student Ambassadors can also ask their manager, or someone they have worked with, on a regular basis for a personal reference if they would require a more detailed reference or character reference. If a personal reference is preferred, you must make sure you ask the manager's permission before putting their name and contact details down.

TERMINATION OF CONTRACT

Student Ambassadors are provided with the appropriate returner's form at the end of each academic year which will be reviewed by the relevant department. To continue on the scheme, the returner's form must be completed. Failing to complete the returner's form by the specified deadline will result in being removed from the scheme.

Once you graduate, your contract will finish at the end of the academic year.



Thank You

WE WOULDN'T BE ABLE TO DO ALL OF THE EVENTS WE DO
WITHOUT YOU, AND WE APPRECIATE ALL OF YOUR HELP AND
SUPPORT.

WE HOPE YOU ENJOY BEING A STUDENT AMBASSADOR!

Follow us to find out more about our work and events -

**University of Surrey Widening Participation &
Success
The Higher Education Outreach Network (HEON)**



**surrey_wps
heonpartnership**

DBS (DISCLOSURE AND BARRING SERVICE) PROCESS FOR STUDENT AMBASSADORS

