

Professional Services Job Description

Outreach Ambassador

Student Recruitment Team, External Relations or Faculty Student Recruitment and Marketing Team

The role

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To inform prospective applicants about the 'Newcastle University student experience' by delivering interactive workshops, presentations, and activities on-campus and in schools and colleges, across the UK and online, as part of the University's Access and Participation Plan, encouraging the recruitment to the University of high-quality undergraduate students from diverse backgrounds.

Key Accountabilities

- Plan, arrange and carry out visits to identified target schools and colleges throughout the UK. Deliver interactive workshops, activities and presentations, to potential applicants, teachers/advisers and parents/carers on a range of topics including student finance; the 'Newcastle University experience'; subject-specific study; student life; UCAS and applying to university; choosing a university and course; and other appropriate outreach and awareness-raising activities. Outreach Ambassadors will also deliver subject focused workshops aimed to inspire school children about the courses available at university.
- Work as a member of the Outreach Ambassador Team to develop student-focused interactive activities, workshops and materials that raise awareness of generic higher education topics and courses available to study at the University and/or specific subject areas. These activities and materials should be appropriate to the target audiences and can be tailored to the individual needs of schools and colleges.
- Support the University's schools and colleges targeting policy to build upon and develop relationships with schools and colleges. This will involve contacting schools and colleges, arranging visits from University representatives, and carrying out follow-up activities as appropriate. Using the Higher Education Access Tracker, keep accurate records of visits which have taken place to monitor and evaluate impact of the student recruitment and aspiration-raising activities. Maintain records of feedback from the schools and colleges and individual students to ensure future visits are constantly improved.
- Under the guidance of the relevant Student Recruitment Manager, support the development and delivery of high-quality events and activities for target schools and colleges. This may include campus tours, on campus visits, along with Faculty-specific events.
- Contribute to the development and production of recruitment-related publicity/marketing information (print and digital/social media) to raise the profile of the University and specific subject areas.
- Provide support for offer holder days organised by faculties and academic schools to encourage the conversion of applicants. This will include delivery of presentations and supporting campus and accommodation tours for applicants as necessary.
- Support the representation of the University at a range of Higher Education recruitment events throughout the UK including large undergraduate UCAS and similar conventions, smaller

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recruitment and careers events in individual schools and colleges, and other recruitment events that may be identified during the year.

- Contribute to the broader work of Student Recruitment, Admissions and Progress/Faculties to encourage applications to the University from well-qualified students. This includes support for events which are co-organised with our recruitment and Outreach partnerships, support for Open Days and attendance at appropriate conferences.
- Contribute to such other relevant duties and activities as may be identified by the Director or relevant senior managers of Student Recruitment, Admissions and Progress/Faculties.

The Person (Essential)

Knowledge, Skills and Experience

- Excellent understanding of the British school system
- Awareness of issues relating to progression, recruitment, and admission of students in higher education
- Excellent interpersonal and communication skills
- Outstanding team working skills
- Strong problem-solving skills and use of initiative
- Excellent organisation and time management skills
- Familiarity with Microsoft Office (Word, Excel, PowerPoint and Outlook)
- Full UK Driving Licence (vehicle will be provided as necessary) at the point of application
- Willingness to drive long distances, in unfamiliar areas and in large urban areas, possibly during twilight hours, as required
- Willingness to travel regularly by car or public transport throughout the UK and regularly stay overnight, as required
- Willingness to work evenings and weekends, as required
- Receive Enhanced Disclosure from the Disclosure and Barring Service

Attributes and Behaviour

Planning and organising

Manages time and resources by prioritising and organising effectively.

- Works in a planned and structured way
- Uses own and others' time effectively
- Keeps work systems up to date, neat and tidy

Delivering services

Works continually towards achieving success through understanding and meeting or exceeding the expectations of the area, the University, students, colleagues and other stakeholders.

- Takes responsibility for achieving targets
- Pays attention to detail
- Strives to deliver high quality results

Communicating

Uses clear, concise and accurate communication, tailoring the approach accordingly and encouraging a two-way communication process.

Clear and concise; gets the message across to others

- Tailors content of communication to the audience, changing style, tone and format appropriately
- Can hold attention of others using appropriate techniques; questioning, rhetorical

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questions, changing tone and pace of voice and animated style

Team-working

Works collaboratively with others, plays a positive role in teams and establishes and grows relationships across the organisation where different skills, expertise and opinions are valued.

- Keeps other team members up to date with progress
- Willing to help others and share workload
- Respects the value different views bring to the team

Qualifications

- Recent graduate of Newcastle University in an undergraduate degree (within 18 months of commencing appointment)