1. Advertisement

**Post Title:** Widening Participation Assistant - Ambassador Team  
**School/department:** Widening Participation, SRAID  
**Hours:** Full-time. Requests for flexible working options up to 36.5 hours will be considered (subject to business need).  
**Contract:** Fixed term – 1 year  
**Reference:** 6059  
**Salary:** starting at £21,814 to £25,217 per annum  
**Closing date:** 06 August 2021  
**Expected Interview date:** 17 August 2021. Applications must be received by midnight of the closing date.  
**Expected start date:** TBC

The Student Recruitment, Admissions and International Development Division, are seeking an enthusiastic team player to join the Widening Participation team. This role provides an exciting opportunity to work with our network of partner schools and colleges, collaborative partners, and academic colleagues.

The main duties of this post include;
- providing administrative support to ensure high quality events and programmes for Ambassadors as well as under-represented young people.  
- maintaining and updating key databases to ensure strong communications with Ambassadors, as well as internal and external colleagues.  
- liaising with our WP Student Ambassadors, as well as internal and external colleagues to ensure the smooth running of events on and off-campus.

The successful candidate should be highly motivated and be able to work well both in a team environment and independently. They should possess excellent IT, organisation and communication skills. They will also need to be well-organised, with a proven ability to manage varied responsibilities.

Please note that this post is subject to an Enhanced DBS check.

For full details and how to apply see our [vacancies page](#).  
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*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

Please contact Amanda Cudby at a.cudby@sussex.ac.uk for informal enquiries.

2. The School / Division
The Widening Participation Team is part of the Student Recruitment, Admissions and International Development and is based in Essex House in the heart of the campus. We are proud of our commitment to fair access and widening participation at the University of Sussex. We recognise that not everyone has the same opportunities or same start in life, and we aim to address some of these inequalities through our projects and outreach work. We strongly believe in empowering people to make the most of their potential regardless of their background or life circumstances and seek to deliver a program of activities and support that enables the people we work with, make the best most informed choices in their educational journey and future life.

The work of a Widening Participation Assistant significantly supports the strategic direction of the University of Sussex by ensuring that all projects and events we run with young people are delivered to the highest standard.

We wish to transform our campus into one that is experienced as inclusive to all communities. We aim to be a place that celebrates diversity and provides equal access and opportunities. We are looking for someone that believes in these values. The person that connects potential students to our programs and our community.

What our staff say about working in the Widening Participation Team:

"It's a really varied job which means it never gets boring. We have a lot of autonomy on how we run events in managing your own time as well as having the camaraderie of working in a lovely supportive team", Sarah, Widening Participation Assistant

"The Sussex WP Team is a really great place to work. We've got a really committed group of people who care about making an impact for the young people on our Programmes", Paul, Partnership Manager

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds. As a widening participation team, we especially welcome applicants from those groups of people that are underrepresented in higher education.

If you would like to discuss the role before you apply, please contact Mandy Cudby a.cudby@sussex.ac.uk
3. **Job Description**

**Job Description for the post of:** Widening Participation Graduate Associate (Ambassadors)

**Department:** Student Recruitment, Admissions & International Development

**Section/Unit/School:** Widening Participation

**Location:** Essex House

**Grade:** 4

**Responsible to:** Ambassador Programme Manager

**Purpose of the post:**
The main duties of this post are to support the administration of the Widening Participation Student Ambassador team. This involves accurate record-keeping; maintaining and updating core databases; managing the WP Ambassador inbox; moderating the Unibuddy platform and editing blogs; developing content for our social media platforms; and developing an online ambassador portal on Canvas.

Further to this, you will support ambassador work allocation processes; regularly liaise with ambassadors via phone, email and Zoom; and provide administrative support for key projects including booking rooms, catering, and technical support for events; in addition to developing and delivering training sessions, supporting evaluation processes, as well as supporting programmes across the Widening Participation team as required.

**Key Responsibilities:**

1. **To provide administrative support to the Ambassador Team**
2. **To maintain and update the Higher Education Access Tracker**
3. **To organise logistics for on- and off-campus WP activities**
4. **To assist in the marketing and development of WP activities**
5. **To support the wider functions of the Widening Participation team as required**

1. **To provide administrative support to the Ambassador Team**
   - Liaise with Ambassadors via phone, email and Zoom, and act as a bridge between the ambassadors and the Ambassador team.
   - Monitor the teams’ use of Unibuddy and support ambassadors to provide responses to prospective students.
   - Provide administrative support to ensure efficient processes.
   - Monitor shared inboxes and reply to straightforward enquiries.
   - Oversee the use of social media platforms.
   - Maintain and update key databases including Operoo, HEAT and Wheniwork.
   - Support meetings by taking notes and writing agendas and minutes.
   - Ensure the timely collection of evaluation data.
   - Support evaluation processes and the production of evaluation and other database reports.
   - Work closely with other Widening Participation Assistants to ensure consistency of processes and systems across the team.
2. **To maintain and update the Higher Education Access Tracker**
   - Maintain accurate records of events and attendees.
   - Input data onto the HEAT database in a timely manner.
   - Ensure other department recording systems are adhered to.
   - Support the team’s transition to the HEAT Student Ambassador Portal.

3. **To organise logistics for on- and off-campus WP activities**
   - Support ambassador work allocation processes to ensure all shifts are covered and ambassadors have the necessary information to support events.
   - With support, develop and deliver training sessions for the ambassador Programme.
   - With support, oversee ambassadors’ development of content for outreach activities.
   - With support, develop and deliver a programme of Ambassador Social events including the Annual Ambassador Awards Evening.
   - Support Project Leads in the delivery of on- and off-campus activity, as required.
   - Conduct briefings and debriefs for ambassadors to help them prepare for, and then reflect upon, the activities they have participated in.
   - Support Project Leads by booking appropriate rooms, catering, student ambassadors and A/V equipment.
   - Liaise with internal (catering, housing etc.) and external colleagues (school contacts, collaborative partners) to ensure smooth running of events.
   - Organise relevant resources and materials in preparation for events and activities.
   - Book transport and organise logistics for staff and ambassadors travelling off-site, as required.

4. **To assist in the marketing and development of WP activities**
   - Support the marketing the WP Ambassador programme to Sussex students, in addition to promoting any development opportunities made available to ambassadors.
   - Support Project Leads in devising appropriate written materials and resources for the programme.
   - Support the development of online learning resources, in addition to the development of an online ambassador portal on Canvas.
   - Contribute to social media content and posts.
   - Support the development of content for the team’s website.
   - Source and organise the production or acquisition of resources and materials, as required.

5. **To support the wider functions of the Widening Participation team as required**
   - Contribute to the development of bespoke projects as directed.
   - Assist the delivery of large WP events as appropriate.
   - Assist with ambassador recruitment and training.
   - Assist events across the wider university such as clearing, graduation and open days.
   - Attend occasional meetings and conferences in the WP sector, reporting back to the team.
   - Be prepared to work occasional evenings and weekends where our events require.
   - Please be aware that you will be required to obtain a satisfactory DBS check.
### Skills/Abilities

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<tr>
<td>Ability to deliver presentations to a wide audience range of audiences.</td>
<td>Y</td>
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<td>Good written and oral communications skills.</td>
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<td>Good IT skills, use of Word, PowerPoint, Excel, and email.</td>
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<td>Excellent administrative and organisational skills.</td>
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<td>Ability to prioritise tasks and work towards objectives and deadlines.</td>
<td>Y</td>
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<td>Ability to work cooperatively, collaboratively and with kindness.</td>
<td>Y</td>
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<td>Ability to deal effectively with a range of people, reflecting on being mindful of own behaviour and how it impacts on others.</td>
<td>Y</td>
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<td>Calm and confident when confronted with challenges in the workplace.</td>
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<td>An ability to be creative and innovative in problem solving and exercise initiative to improve ways of working.</td>
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<td>An ability to analyse data, draw conclusions and produce reports that show findings.</td>
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<td>Ability to use social media platforms within a professional setting.</td>
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### Knowledge

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<td>An empathy for and understanding of the issues around Widening Participation and the HE Policy context.</td>
<td>Y</td>
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<td>An understanding of health and safety and child protection issues and legislation relating to running events on and off campus and residential/field trips.</td>
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### Experience

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<td>Experience of working with young people and/or underrepresented groups.</td>
<td>Y</td>
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<td>Experience of studying for a degree, as the WP programme is about encouraging young people to consider higher education.</td>
<td>Y</td>
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<td>Experience of supporting outreach or educational activities and engagement with students, parents, school and college staff, and/or partner organisations.</td>
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<td>Experience of working with student volunteers or paid student workers.</td>
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<td>Project management experience.</td>
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This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Date: June 2020