

Student Insight Ambassador Job Description

Role

The Student Insight Team are looking for current undergraduate and postgraduate students at City St George's, University of London. Student Insight Ambassadors are all about providing student feedback and input into projects designed to support and enhance the student experience, so where other Ambassador schemes focus more on potential future students, here your focus is on current City St George's students.

In particular, the scheme is set up to enable student involvement in projects relating to the following strategies:

- Education and Student Strategy (ESS)
- Access and Participation Plan (APP)
- Equality, Diversity and Inclusion Strategy (EDI Strategy)

Becoming a Student Insight Ambassador is a great way to share your views and to ensure that the student voice is heard to shape the future of City St George's, University of London.

To date, Student Insight Ambassadors have been involved in the following opportunities:

- Focus groups on City St George's Student Charter, the Student Hub and Moodle layouts.
- Providing feedback on their experience and thoughts on race equality.
- Offering comprehensive insight into the role out of an EDI course for students.
- Video assistants for Academic Skills videos and presenting on campus news.
- Student researchers on Decolonising the Curriculum.
- Testers for a new AI-powered leaning tool and a VR interview preparation tool.

Duties and responsibilities

The scheme allows you a great deal of flexibility to be involved in a variety of initiatives across the university. Student Insight Ambassadors have a keen interest in representing their peers and improving the student experience.

As an ambassador you will be responsible for:

- Providing feedback via surveys, focus groups and other opportunities.
- Contributing experiences, and insight to give a student perspective on the design and delivery of projects throughout the university.
- Promotion of key feedback mechanisms integral to the university such as the NSS and GetHeard.

Paid £13.36 + £1.47 Holiday Pay= £14.83

Requirements

- Be a current undergraduate or postgraduate student
- Excellent communication and interpersonal skills
- Attention to detail
- Be enthusiastic and have a positive approach to university life and higher education
- Possess good time management skills and reliability
- Be adaptable, flexible, and proactive
- Have a commitment to excellent customer service
- Able to work effectively on your own and in a team

Benefits to getting involved

- Be involved in multiple projects in the university and work with staff members to improve the student experience.
- Offer a transparent and honest insight into the student experience and contribute to a better university experience for students.
- Develop transferable skills such as communication, time management, leadership, customer service skills, adaptability and more.
- We can understand students time is very precious, therefore, ambassadors can sign up to opportunities that fit around their schedule.

Additional information

If your application and interview are successful, you will be added to an internal ambassador database available to members of the Student Insight team for you to be offered shifts. Once added, there is no guarantee that all work opportunities will be offered to you by the team. Work assignments will be offered based on the requirements of the role, interest shown and your availability. We fully understand that you came to university for a degree and thus your studies and timetabled lectures are your top priority.

Only shortlisted candidates will be contacted and then required to attend the group interview process.

Equality, Diversity and Inclusion Statement (EDI)

City St George's, University of London is committed to promoting equality, diversity, and inclusion in all its activities, processes, and culture, for our whole community, including staff, students and visitors. We welcome applications regardless of gender, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion, or social class. For more information on our approaches to encouraging an inclusive environment, please see our [Equality, Diversity and Inclusion Pages](#).