Position Description

University Ambassador

Position Title: University Ambassador  
Date Written: November 2020

Faculty / Division: Equity, Diversity and Inclusion  
School / Unit: Access and Equity (Students)  
Position Level: Level 1

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.

Values in Action  
Our UNSW Behaviours

Builds Collaboration  
Embraces Diversity  
Displays Respect  
Demonstrates Excellence  
Drives Innovation
The Division of Equity Diversity and Inclusion was established in August 2017 to enable UNSW to pursue social justice for its students, staff and community and so be recognised as an international exemplar in equity, diversity and inclusion. This is being achieved through creating a culture that encourages equity, supports a diverse and inclusive staff and student community, and works with partner communities and the broader society towards positive change. The Division is responsible for a number of KPIs for staff and student equity.

Access and Equity (Students) sits within this Division and has carriage of the integrated strategy to widen access for students from low socio-economic status (SES) backgrounds to UNSW. Access and Equity (Students) is a portfolio of pre-entry programs, outreach and initiatives supporting UNSW’s commitment to a just society. Its overall aim is to increase access to university, including to UNSW, for students from low SES backgrounds who are underrepresented in the tertiary education sector.

The role of a University Ambassador is to facilitate the engagement and participation of students with programs delivered by Access & Equity (students) and relevant UNSW faculty experiences. Ambassadors are responsible for facilitating learning experiences and supervising students in the delivery of in-school and on-campus experiences that focus on building educational capacity. Ambassadors also support the delivery of our digital program with the focus to help students identify future goals, navigate degree choices, scholarships, provide information and answer questions in relation to the Early Conditional Offer and sharing knowledge and personal experiences about university life. University Ambassadors are often the first point of contact of prospective students and are therefore seen as the public face of UNSW and play a key role in establishing a familiarity and an early sense of belonging at university and on campus at UNSW. Ambassadors act as important roles-models for young people who may be the first in their family to attend university.

University Ambassadors report to the Students as Partners Team Lead and has no direct reports.

**RESPONSIBILITIES**

Specific responsibilities for this role include:

- Lead and support the effective delivery of selected Access & Equity (Students) and associated faculty led-learning experiences in schools, on campus and online with support from the Students as Partners Team Lead, to enhance student learning outcomes and maximise positive student engagement across the educational outreach program.

- Support program implementation and logistics. This could include but is not limited to supporting the design and development of learning experiences, data and survey collection and input, event logistics, online (live chat and Open Learning) and administrative support for phone and email enquiries.

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

**SELECTION CRITERIA**

- Current UNSW student who has attended high school in Australia (or demonstrates an understanding of the Australian education system). Attendance at a Gateway school and previous experience volunteering/mentoring young people experience is highly desirable but not essential.

- Capacity or potential to lead positive learning experiences and maximise student contribution and engagement

- An interest in young people’s educational development, student equity and a willingness to draw on personal narrative and experiences to authentically connect, inspire and motivate
• Broad understanding and knowledge of UNSW including academic, extra-curricular activities, the student experience and available support services
• Good interpersonal skills with the ability to communicate and interact with a broad range of stakeholders, including prospective students, parents and staff from diverse socially and culturally and linguistically backgrounds
• Good organisational time management and facilitation skills.
• Knowledge of occupational health and safety responsibilities and commitment to attending relevant health and safety training.

PRE-EMPLOYMENT CHECK REQUIRED

• Valid NSW Working with Children’s Check.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.