

Job pack

Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.



Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Staff Networks](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)

Job description

Job Details	
Job Title:	QMBS Student Ambassador (2026-2027)
School:	Queen Mary Business School
Reports to:	Nicole Ramdeen & Jessica Wang
Grade and Salary:	Student Ambassador (Band B) Grade 2 Spine Point 13 - £16.34 per hour
Hours per week	Zero-hour contract (<i>Due to the flexible nature of this role, there are no fixed hours, and work opportunities are advertised on an ad hoc basis as and when they are available. Ambassadors are then able to choose whether to apply. Some projects offer consistent hours over a number of days, while others are one-off activities.</i>)
Appointment Period:	1-year fixed term (Contract ending 31 st December 2027)
Current Location:	Queen Mary University of London campuses + some external sites
Work activity type	Professional Services: Supporting Queen Mary Business School

Job context

Queen Mary Business School (QMBS) is looking to recruit undergraduate, postgraduate and PhD students to help with events, marketing and various other roles (in accordance with the guidelines of the Government and Queen Mary University of London).

These events will allow guests to attend diverse events, encourage enquirers to consider higher education and apply to the Queen Mary Business School at Queen Mary University of London. Other roles include content creation for QMBS social media and communication platforms.

The QMBS Student Ambassadors will represent the school, act as role models and motivators to engage, answer questions and share their experiences through:

- In-person events (On and off campus)
- The School Marketing
- Administrative Support
- Social Media promotions
- Campus Tours
- Academic Support

The nature of this role means the post holder may be required to work evenings and weekends with a flexible approach to working during unsociable hours if needed.

Job purpose

QMBS Student Ambassadors play a key role in supporting the School's Marketing and Communications teams by assisting with the planning and delivery of student recruitment, widening participation and student engagement activities.

Ambassadors will represent the school in a variety of settings, including on campus, in schools and colleges, community venues and online, helping to create a positive and engaging experience for prospective and current students.

In addition to supporting recruitment activities, Student Ambassadors will have the opportunity to become involved in one of two specialist committees:

- **Student Ambassador Events Committee** – supporting the planning and delivery of student social events, academic activities and community-building initiatives.
- **Student Ambassador Editorial Committee** – supporting the delivery of the school's student communications initiative, including contributing to the student newsletter, WhatsApp channel and other digital communications.

QMBS Student Ambassadors are expected to demonstrate professionalism, enthusiasm and excellent communication skills, while acting as positive representatives of the school. They should have a good understanding of the student experience and be confident engaging with a wide range of audiences.

Following training, Student Ambassadors will undertake a variety of responsibilities, including but not limited to:

- Supporting University staff with the planning, organisation and delivery of events.
- Representing the School at recruitment, outreach and student engagement activities.
- Delivering campus tours and sharing their student experience with prospective students and visitors.
- Assisting with the evaluation and feedback of activities and events.
- Acting as a link between the wider Student Ambassador team and University staff by sharing feedback and ideas to enhance the ambassador programme.
- Supporting the creation of student-focused communications and promotional content where appropriate.
- Promoting an inclusive, welcoming and professional environment for all event attendees.

Main duties and responsibilities

- Represent the School and University in an enthusiastic, competent and professional manner in all dealings with beneficiaries and customers.
- Act as a positive role model, proactively engaging with prospective applicants and supporting them on a range of activities.
- Be a committed and reliable team member, acting responsibly and appropriately when in the presence of beneficiaries and customers.
- Participate in online and in-person events such as, but not limited to: conferences, lectures, subject webinars, social events, fairs, recruitment and careers events.
- Participate in school visits to promote the school and its programmes.
- Deliver a range of pre-written talks, presentations and workshops on campus or in schools and colleges.
- Facilitate social-media campaigns such as Facebook live, Instagram questions/live/takeover and produce content (*subject to school instructions and specifications*).

- Contribute to the School's student communications and delivery of student social events throughout the academic year.
- Attend any compulsory Student Ambassador training sessions arranged by the QMBS Communications Officer.
- Support the Marketing team by creating content and participating in any campaigns, projects or videos as needed.
- Ad hoc tasks as required, such as merchandise sorting and cupboard clearing, supporting the school's upkeep.

Benefits of the role

As a QMBS Student Ambassador, you will gain valuable experience that will enhance your personal and professional development while making a positive impact on the student community.

Benefits include:

- Developing professional communication, interpersonal and presentation skills.
- Building confidence in public speaking and engaging with diverse audiences.
- Gaining practical experience in digital marketing, social media and content creation.
- Developing skills in event planning, project coordination and internal communications.
- Receiving comprehensive training that will support your future career and personal development.
- Working alongside University staff and building your professional network.
- Enhancing your CV with paid, relevant work experience in higher education.
- Receiving a competitive hourly rate of **£16.34 per hour**, with Queen Mary being a Living Wage Employer.
- Become a priority member of the QMBS Alumni programme once you graduate. You can receive perks such as job referrals, mentorship, career support and ongoing use of campus facilities.
- The opportunity to obtain an employment reference, subject to satisfactory performance and participation in ambassador activities.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

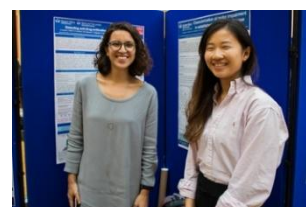
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Currently enrolled on a UG/PG/PhD Programme at QMBS	☒	☐
Relevant English and Maths GCSE's or functional skills	☒	☐
Experience/Knowledge		
A good knowledge of Queen Mary Business School and its support services	☒	☐
Knowledge and understanding of Safeguarding, especially when working with children and vulnerable groups	☒	☐
Understanding of potential barriers faced by young people from groups underrepresented in higher education	☒	☐
Excellent command of written and spoken English	☒	☐
Experience of giving presentations or public speaking to a range of audiences (<i>including group sizes of at least 20 participants</i>)	☒	☐
Excellent knowledge of MS Office Packages	☒	☐
Ability to take initiative and resolve problems when needed	☒	☐
Experience of working in a customer-facing role	☒	☐
Knowledge of webinar platforms (e.g. Zoom, MS Teams, Skype GoTo Webinar, etc)	☐	☒
Knowledge of, or willingness to learn web-based applications and undertake further training as required	☐	☒
Experience of instructing, leading, teaching or tutoring others, ideally in an education setting	☒	☐
Knowledge of events management, content creation, social media management and techniques	☐	☒
Knowledge of event videography/photography	☐	☒
Skills/Abilities		
Strong communication and presentation skills, both written and verbal.	☒	☐
Ability to communicate effectively and tactfully with varied audiences, such as students of different ages, parents and carers, teachers etc.	☒	☐
The ability to work both independently and as part of a team.	☒	☐
Knowledge of the education system within the UK and within Queen Mary	☐	☒



Knowledge of opportunities and services available at Queen Mary, such as Careers & Enterprise, Advice & Counselling, Students' Union Societies, and Sports Teams.	☐	☒
Ability to present on camera if required or be featured in any school photography for content.	☐	☒
Strong organisational skills and ability to follow instructions	☒	☐
Ability to always act responsibly and maturely with a high level of professionalism	☒	☐
Ability to deal with potential conflict situations sensibly and with discretion and sensitivity, and having a friendly and empathetic approach to people	☒	☐
Good listening skills with excellent attention to detail	☒	☐
Ability to use initiative and have a creative approach to problem-solving	☒	☐
Other		
The nature of this role will mean the post holder may be required to work evenings and weekends as well as travel on a national basis; as such, a flexible approach to working during unsociable hours is needed	☒	☐
Proficient in another language/ other languages	☐	☒
Meet the UK's 'Right to Work' requirements	☒	☐
Enjoy working with a range of stakeholders.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level

or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>



EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI). We hold a Silver Institutional [Athena SWAN](#) award for advancing gender equality and champion a number of [EDI initiatives](#) across the University. We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.

Further Information

Details about the school can be found at:

<https://www.qmul.ac.uk/business-school/>

Informal enquiries should be made to:

Name: Nicole Ramdeen

Email: qmbs-comms@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance-related annual pay review schemes in place

