

CANDIDATE PACK

Student Ambassador Programme
Administrator

Student and Academic Services



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives - doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Digital and Technology Services
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Student Ambassador Programme Administrator
Reports to: Student Ambassador Programme Manager
Department: Student and Academic Services
Grade: NG3

ROLE PURPOSE

To coordinate the day-to-day running of the Student Ambassador Programme working closely with Student Ambassadors and colleagues who need to recruit them.

Supporting the Student Ambassador Programme Manager in the recruitment, selection and training of ambassadors and coordinating the effective and efficient systems to enable the smooth running of the programme.

PRINCIPAL ACCOUNTABILITIES

1. To answer promptly all enquiries from colleagues and students across the university as the first point of contact for the Student Ambassador Pool via email and teams chat and provide excellent quality customer service to students, colleagues and stakeholders.
2. To provide an effective administrative support function for the selection, recruitment and training of new student ambassadors and work closely with the students employed into the programme to ensure they are supported effectively during their employment with the university. This includes the preparation of interview packs, resources and booking rooms for internal events.
3. To liaise and support with stakeholders to ensure the smooth delivery of events and job opportunities and manage rotas and data entry with attention to detail.
4. Work closely with the students employed by the university to ensure they are supported effectively during their employment with the university.
5. Responsible for the processing, advertisement and allocation of shifts for the Student Ambassadors. This includes keeping an accurate programme data set including maintaining shift allocation records and reporting.
6. To support the Student Ambassador Programme Manager in undertaking compliant right to work checks for student ambassadors and ensure that any queries are escalated as required.
7. To support in the administration process of timesheets to ensure students are appropriately remunerated and liaise with payroll as necessary.



8. To organise on-campus and virtual events and mandatory training sessions for students. This includes booking rooms, sending invites, keeping records of attendance and inviting colleagues as required.
9. To provide general administrative assistance for ad hoc Student Ambassador activities as and when required by the business including support of recruitment processes.
10. Undertake other duties within their competence as reasonably directed by the Student Ambassador Programme Manager or the Business Operations Manager.

CONTEXT

Student and Academic Services (SAS) provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organised into six clusters:

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archives Service
- Research and Knowledge Exchange Office
- Student Support and Residential Life

SAS makes a significant contribution to the University's key metrics, including NSS, TEF and REF and supports the University in meeting its statutory obligations in relation to information compliance.

SAS is committed to developing the skills and capabilities of its colleagues through a proactive programme of staff development. The post holder will be expected to engage in personal development and to be a role model to all members of the team.

Business Operations is a small team consisting of the Business Operations Manager; a Business Operations Officer, a Student Ambassador Programme Manager, a Student Ambassador Programme Coordinator and several student associates (depending on projects needs).

The Student Ambassador programme project contributes to "Being Westminster" (the University Strategy) by enhancing student employability and improving retention and satisfaction of our current students. It also supports students to success in their education at the University of Westminster.

Maintaining a team ethos across multiple locations is a key responsibility of the post and proactive management of 120+ student ambassadors is essential. Within the Directorate, the post holder will manage the development of the programme in close consultation with other service managers across



Professional Services to ensure delivery of a consistent, high-quality approach to customers, feedback and communication.

The project will run for three years as a pilot and will be aimed at students at “risk of equality of opportunity” and international students. The programme will build students’ confidence, knowledge, motivation and develop their ability to gain employability skills and become familiar with Westminster’s approaches to learning and teaching. It will stimulate socialisation amongst students, cultivate a sense of belonging and enhance students’ confidence in communicating and learning new skills.

The postholder will coordinate the day-to-day running of the Student Ambassador Programme working closely with Student Ambassadors and colleagues who need to recruit them. The role will require to support the Student Ambassador Programme Manager in the recruitment, selection and training of ambassadors and coordinating the effective and efficient systems to enable the smooth running of the programme.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

This post is set up as an opportunity for graduates of the University of Westminster, and on that basis will be offered on a fixed term 12-month basis only. This will be an opportunity to learn more about working in an administrative function and gain experience for future employment opportunities. As such the role is ringfenced to graduates of the University of Westminster only.

DIMENSIONS

Business Operations operates across all university campuses in the West End and at Harrow. All appointments are made on the understanding that colleagues will work at any of the service points should the need arise. The nature of this post means that the postholder will be expected to make regular visits to all sites and other University buildings.

The post holder will not have a direct report but they will supervise the work delivered by 120+ student ambassadors. The post holder will be expected to participate in university student recruitment events in some evenings and on Saturdays.

The post holder will have the responsibility of keeping accurate records of programme expenditures (pay and non-pay).



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- A recent University of Westminster Graduate

TRAINING AND EXPERIENCE

Essential

- Experience of working in an administrative or customer service position or similar level of work experience in a team and front-facing role
- Excellent digital skills including experience of office-related applications (word processing, spreadsheets, presentations etc.), web-based research tools and networked communication and social media platforms.
- Experience of working in customer service and delivering a high standard of customer care.
- Experience of working in a team.
- High standards of numeracy and literacy.
- Knowledge of student activities in Further or Higher Education.
- Experience in supporting the organization of events or training sessions or similar i.e. experience of booking rooms or coordinating diary dates or similar activity.

Desirable

- Experience of being part of a Student Ambassador or volunteering Programme.
- Job brokerage and recruitment experience would be an advantage
- Experience of analysing data to resolve problems and inform decision-making.
- Experience in the use and application of Financial/purchasing software.



APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong oral and written communication skills and the ability to successfully communicate with colleagues from a range of different professional and technical disciplines.
- Ability to establish good working relationships with colleagues, students and external bodies.
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks.
- Strong attention to detail.
- Ability to collaborate and build connections between services and projects.
- Ability to use own initiative and consider the wider context and implications when problem-solving and making decisions.
- Excellent numeracy skills.
- Ability to use tact and discretion when working with sensitive and personal issues.
- Excellent attention to detail and the ability to work under pressure.
- Ability to understand stakeholder needs and assess potential impact when making decisions.
- Self-motivated, with a proactive approach to problem-solving.
- Ability to motivate others.
- Comfortable with ambiguity and change.
- A flexible attitude to changing workloads and priorities.
- Culturally aware with a commitment to EDI (Equality, Diversity and Inclusion)
- Commitment to the University vision, mission and values.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.
- Committed to their personal and professional development.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 12 July 2026.

Interviews will take place on 03 August 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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