

STUDENT AMBASSADOR PROGRAMME

SERVICE LEVEL AGREEMENT

14/11/2024

The Student Ambassador Programme Team, Student and Academic Services (SAS)

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OVERVIEW

This agreement sets the terms and understanding between the Student Ambassador Programme (SAP), part of the Business Operations Department, and the Stakeholder/Hiring Managers (HM) and Supervisors at the University of Westminster. It outlines responsibilities throughout the student recruitment process and provides service expectations for all parties involved.

The objectives of this agreement are to:

- Clearly define service ownership, accountability, roles, and responsibilities.
- Provide a concise, measurable description of the service provision.
- Align expectations of service provision with actual support and delivery.

KEY RESPONSIBILITIES

When recruiting students, all parties must adhere to the Student Employment Policy.

Programme Team Responsibilities

The Programme Team manages day-to-day operations of the Student Ambassador Programme, including:

- **Building and Maintaining the Ambassador Network:** Cultivate a reliable pool of ambassadors available for various opportunities.
- **Full Recruitment Oversight:** Handle all recruitment processes, liaising with HR and payroll, ensuring contracts are issued, and processing timesheets for ambassadors.
- **Provision of Information:** Ensure new hires are informed about working hours, payment processes, training, office etiquette, and other relevant details, that fit into the overall picture and not the individual activity information.
- **Training and Support:** Provide initial training and continuous support throughout the ambassador's contract to ensure success in their role.
- **Performance Management:** Act when issues arise, providing support and feedback to ambassadors as needed.
- **Contract and Payroll Management:** Ensure students do not work beyond the contract end date and coordinate with HR for any contract extensions.
- **Timesheet Processing:** Ensure that timesheets are correctly processed, while supervisors must also maintain records of start and finish times.

- **Work Hour Compliance:** Ensure students do not exceed 20 hours of work per week (Monday–Sunday).
- **Replacement Management:** If an ambassador becomes unavailable, the Programme Team, if aware, will aim to provide a replacement where possible.

HIRING MANAGER (STAKEHOLDER) RESPONSIBILITIES

Hiring Managers or other Stakeholders requesting ambassadors for events, jobs, or opportunities must:

- **Risk Management:** Inform the Programme Team of any risks (e.g., heavy lifting) for appropriate assessments to be conducted.
- **Training:** Provide any induction and specific job-related training required by the ambassador for the opportunity.
- **Work Hour Compliance:** Ensure students do not exceed 20 hours of work per week (Monday–Sunday).
- **Opportunity Extensions:** Notify the Programme Team of any planned extension to the ambassador’s work.
- **Resource Provision for Complex Tasks:** For opportunities that require additional support or complexity, supervisors must provide necessary resources to help ambassadors fulfil their roles effectively.
- **Task Assignment During Quiet Periods:** Assign additional tasks such as data gathering or other supportive activities if the workday becomes quiet.

TIME FRAME AND SERVICE LEVEL EXPECTATION

Recruitment

- **Standard Submission:** Opportunities should be submitted at least 1 week before the event. Exceptions may be made at the discretion of the Programme Team, but requests must be reasonable and submitted with all required details.
- **Submission Requirements:** The recruitment form must be fully completed before submission for the request to be processed.

If the event or opportunity requires specific or additional support, supervisors or hiring managers must provide the necessary resources to ensure ambassadors can perform effectively.

STUDENT AMBASSADOR PAY RATES

Student Ambassador pay rates are aligned with the University of Westminster's **Student Employment Policy and Procedure** and are subject to change in accordance with updates to the London Living Wage or other applicable adjustments.

- **Rate A: £13.15 per hour** (+£2.31 Holiday Entitlement) – Applied to **Student Ambassadors** performing basic or repetitive tasks under supervision, such as general administrative or manual support tasks.
- **Rate B: £14.32 per hour** (+£2.52 Holiday Entitlement) – Applied to **Senior Student Ambassadors** performing skilled duties, exercising independent judgment, or bringing prior experience. This rate is typically assigned for leadership roles or tasks requiring advanced skills or responsibility.

These rates are reviewed annually and may change based on adjustments to the London Living Wage, with the next update scheduled for *November 1, 2024*.

This Agreement remains valid until superseded by a revised version.