

SERVICE LEVEL AGREEMENT

Student Ambassador Programme

OVERVIEW

This agreement sets for the terms and understanding between the Student Ambassador Programme (SAP) part of the Business Operations Department, and the Hiring Managers (HM) in the University of Westminster.

This agreement outlines the responsibilities of the parties throughout the student recruitment process within the University of Westminster and provides a time frame of the service expectations.

The objectives of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision.
- Match perceptions of expected service provision with actual service support and delivery.

KEY RESPONSIBILITIES

When recruiting students, all stakeholders should adhere to the [Student Employment Policy](#).

A number of key responsibilities are outlined below outlining what is expected from the parties.

OUR RESPONSIBILITIES

Student Ambassador Programme

- Build a trustworthy network of Student Ambassadors.

- Full responsibility for recruitment, and liaising with HR and payroll, including the full contract process.
- Provide relevant information to the new hires about working hours, payment process, standard training, and office etiquette etc.
- Provide information to hiring managers about payment process, sick leave etc.
- Ensure students don't work after the end date of the contract.
- If the contract is to be extended, notify the HR Services team.

HIRING MANAGER RESPONSIBILITIES

- Inform the Student Ambassador Programme team if there are any risks related to the role (e.g. heavy lifting) so that an appropriate assessment can be carried out.
- Provide induction and specific training to the Ambassadors if necessary.
- Ensure the student doesn't work more than 20 hours in a seven-day period, beginning on a Monday.
- Deal with any issues relating to student performance and contact the Student Ambassador Programme team if support is required.
- If the opportunity is to be extended, notify the Student Ambassador Programme team.
- Complete Student Ambassador time sheets, with accurate start and end times, if requested.
- A clear daily structure should be established for the ambassadors to follow, ensuring all tasks and responsibilities are covered. In case the day becomes quiet, consider assigning additional tasks such as data gathering or other supportive activities.

TIME FRAME AND SERVICE LEVEL EXPECTATION

Recruitment

- Minimum 2 weeks before the event.
- Be clear and concise of what is expected for the event/job/opportunity.
- **Request Handling:**
 - In-person Requests: A minimum of 2 hours per request.
 - Online Requests: A minimum of 1 hour per request.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.