



UNIVERSITY OF CALGARY

Position Title:	Global Learning Ambassador Team Lead
Department:	University of Calgary International – Global Learning
Time Commitment:	10 hours per week (approximately)
Number of Positions:	2
Length of Position:	September 2023 to April 2024 (Fall 2023 & Winter 2024 semesters)

This is a competitive student leadership opportunity for University of Calgary students.

APPLICATION PROCESS

Applications are submitted online through the Better Impact university volunteer management system, found at: <https://btrr.im/1fr4g>

The UCalgary Global Learning Program Assistant position receives an honorarium of \$1,000 per semester.

Application deadline is Sunday July 16, 2023 at 11:59pm MST

POSITION DESCRIPTION

Based out of University of Calgary International – Global Learning, the **Ambassador Team Leads** are student team leaders for Global Learning promotional activities. Team Leads will assist in organizing events and activities that promote participation in global learning opportunities and will lead student volunteers in these efforts (volunteers are primarily the year-long Global Learning Ambassadors team, also called “Ambassadors”, but may also include one-time volunteers who are called in for support as needed). Team Leads will be supervised by a Global Learning Advisor, but will work closely with all staff in UCalgary International – Global Learning.

TASKS AND RESPONSIBILITIES

Although the Ambassador Team Leads are a collaborative unit, each Team Lead will have their own leadership role within the Ambassadors team and greater responsibilities on specific projects. Successful applicants will be offered one of the roles detailed below. There may be opportunity to negotiate the assignment of roles prior to September.

Ambassador Team Lead: Promotions and Events

- Assist with the development, set-up, and execution of major events such as UCalgary Orientation (September), the Go Global Day fair (September), and Open House (October), as well as smaller faculty-specific global learning events held throughout the year;

- Coordinate all aspects of promotional classroom visits each term, including contacting and scheduling visits with professors, and training and scheduling Ambassadors to conduct visits;
- Coordinate monthly display tables around campus promoting global learning opportunities, including scheduling and booking tables, designing displays, and training and scheduling Ambassadors or one-time volunteers to monitor the tables;
- Create and update content on a monthly basis for the Global Learning display case in MacEwan Student Centre, and delegate Ambassadors to help produce content as necessary;
- Create and update content twice per semester for the Global Learning display board in Science Theatres, and delegate Ambassadors to help produce content as necessary.
- Assist with the implementation of the International Video Contest (November) and the International Photo Contest (February), including identifying contest timelines, creating a marketing and submission plan, soliciting prize donations from internal and external organizations, coordinating Ambassadors and one-time volunteers for display making and event sign-up, and supervising the on-campus photo display.

Ambassador Team Lead: Community Engagement

- Assist with the development and execution of monthly activities (including social, educational, and pre-departure training activities) for students who have applied or been accepted to global learning programs, and train Ambassadors to help facilitate activities;
- Assist with the creation of a virtual community for students who are currently abroad, including monitoring discussions, answering questions, and facilitating online activities;
- Develop a social media plan in collaboration with the UCalgary International – Global Learning co-op student, including content creation, scheduling, and posting, and helping monitor social media platforms;
- Develop an alumni engagement plan in collaboration with the UCalgary International – Global Learning co-op student, including doing outreach to global learning program alumni, soliciting feedback and testimonials, and preparing a monthly rotation of testimonials to be shared through the website and social media channels;
- Connect with the campus community and incoming exchange students to develop content related to global learning, such as photo and video reels;
- Coordinate the global learning blog, including sourcing, organizing, posting, and monitoring blog submissions.

Other responsibilities, which will be shared by all Team Leads, include:

- Participate in the delivery of training Ambassadors, including Ambassador onboarding, front desk responsibilities, and project-specific training (such as classroom visits, Video Contest/Photo Contest support, and engagement activity facilitation);
- Participate in a weekly two-hour front desk shift alongside the Ambassadors;
- Take initiative in making the new global learning office a welcoming space for students, for example, by updating signage regularly and being present to interact both with Ambassadors and students visiting the office;
- Liaise with student clubs to collaborate on promotional activities and projects;
- Develop relationships with Ambassadors and encourage them to become more involved with promotional activities and projects;
- Other projects and duties as assigned.

BENEFITS AND LEARNING OUTCOMES

- Receive training and learn key skills such as professionalism, public speaking, project management, and working with diverse populations;

- Develop communication, marketing, event planning, public relations, leadership, and interpersonal skills;
- Develop other key workplace skills, such as the ability to prioritize tasks independently and take initiative to move through different tasks as completed;
- Make a difference and directly impact your university experience and the experience of other studentsReceive training from UCalgary International and collaborating offices on intercultural capacity skills and development;
- Build valuable networks by liaising with student and university groups;
- Work in a professional setting with likeminded individuals;
- Be immersed within a diverse group of staff and students at the University of Calgary;
- Receive formal and informal mentorship from your supervising Global Learning Advisor and other UCalgary International staff;
- Become a mentor for Global Learning Ambassadors on your PA projects and areas of expertise;
- Flexible hours that work with your class schedule;
- Receive recognition on your Co-Curricular Record, as well as an official certificate of participation;
- Receive an honorarium of \$1,000 per semester;
- Access to on-campus spaces, including designated PA workstations within the UCalgary International office, and a shared Ambassador touchdown space.

EMPLOYABILITY SKILLS

As a result of volunteering in this role, students can expect to develop their employability skills in the following focus areas, as outlined by the Conference Board of Canada's Employability Skills:

- **Communication Skills:** Gain public speaking, presentation and group facilitation skills; write and speak so others pay attention and understand; and
- **Teamwork Skills:** Develop skills in understanding group dynamics, engaging in dialogue with others who approach learning, work and world issues differently, and event/project management; and
- **Personal Management Skills:** Learn how your strengths help you succeed, and how to be adaptable in different settings, be adaptable with the ability to carry out multiple tasks or projects. You will also have the opportunity to work on learning goals in this position using the SMART model; and
- **Leadership Skills:** Learn practical skills for leading training sessions, coordinating multiple schedules and monitoring attendance in addition to supporting the growth and development of Ambassadors and volunteers.
- As a UCalgary Peer Helper you will also have the opportunity to work within a collaborative team environment, expand your network of students, faculty and staff, and have access to specific career development opportunities provided through the Peer Helper Program.

COMMITMENT

- This position runs from September to April, following the academic calendar (Fall 2023 & Winter 2024 semesters)
- Minimum 130 hours per semester: average of 10 hours/week, flexible hours. This includes:
 - A weekly 2-hour volunteer shift at the UCalgary International front desk
 - A weekly 30-minute Team Lead Meeting, or biweekly 1-hour meeting (time/date to be negotiated with your supervising Global Learning Advisor)
- Must be available in August to attend onboarding training:

- Week of August 14 or 21 for 3 hours total (time/date to be negotiated depending on availability of the Team Leads)
- Tuesday August 29 (2:00-4:00 pm)
- Thursday August 31 (2:00-4:00 pm)
- Must be available for monthly Ambassador training::
 - Tuesday November 7 (4:00-6:00 pm)
 - Tuesday December 5 (4:00-6:00 pm)
 - Tuesday January 9 (4:00-6:00 pm)
 - Tuesday February 6 (4:00-6:00 pm)
 - Tuesday March 5 (4:00-6:00 pm)
 - Tuesday April 2 (4:00-6:00 pm)
- Log hours contributed on a weekly basis
- Work as a team with other Team Leads, Global Learning Ambassadors, and UCalgary International staff

QUALIFICATIONS

- Must be a current University of Calgary degree-seeking student in good academic standing
- Interest and/or experience in marketing and promotion
- Good written and verbal communication and interpersonal abilities
- Familiarity with communications practices in social media, writing promotional articles and graphic design is an asset
- Strong time management skills
- Global Learning experience through a UCalgary International Exchange, Group Study Program, or other global learning program is an asset
- Prior participation as a Global Learning Ambassador is an asset
- Sensitivity to the different needs of various groups of students
- Creativity and initiative is valued
- Must be comfortable with, or willing to develop, skills in public speaking and cold-calling
- Flexibility of schedule is an asset

CONDUCT STATEMENT

This position requires students to be in good conduct standing for non-academic misconduct. Students who are not in good conduct standing have an active sanction of “Probation for Non-Academic Misconduct” that has been assigned through formal conduct proceedings per the Non-Academic Misconduct Policy. Students are informed in writing of the sanction by the Student Conduct Office.

Note: Involvement in the Non-Academic Misconduct process does not automatically mean a student is not in good conduct standing; this applies only to those students who have been assigned the sanction of Probation for Non-Academic Misconduct. If you have been found responsible of a violation of the Non-Academic Misconduct Policy and you are unsure if you have received this sanction, please contact conduct@ucalgary.ca.

Please note that in submitting your application, you are verifying that you are in good conduct standing and consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

Reminder: The application deadline is Sunday July 16, 2023 at 11:59pm MST

To apply, please submit an online application using the link at the top of the first page. All applicants will be contacted following the deadline, with selected applicants offered an individual interview.

If you have any questions about this position, do not hesitate to reach out to study.abroad@ucalgary.ca