

# Guide to Completing the Student Ambassador Application

# How to Complete the Application Form

The application form will have several sections of data that you are required to complete.

Some areas such as 'Education' are not mandatory. The application form will tell you what sections are or are not mandatory to complete.

You should read the **job description** in detail before you start your application.

This is to make yourself aware of what the role is and to read through the requirements.

## CV

The application form will allow you to attach a CV – HOWEVER please be aware that the team do NOT read CVs or use them as part of the selection process.

All the information we score applications on comes from your answers to the specific questions in the section **Job Questions**.

## Job Questions

The **Job Questions** section of the application form is important!

### *Essential Criteria*

Under 'Essential Criteria' you will need to select 'YES' to show that you meet the requirements.

Under the section 'How do you meet the essential criteria for the role' you must answer the following 3 questions:

**Q1) Think of a time you have delivered excellent customer service – How did you engage with the person and what was the outcome?**

**Q2) Think of a time when you have worked as part of a team – How did you work together to achieve a goal?**

**Q3) Think of a time you have encouraged someone – What communication methods did you use with them and what was the outcome?**

Please use the headings: Q1, Q2, Q3 and write your answer underneath.

From your answers, staff will score your application, which will decide if you are invited to interview.

- ❖ You must then provide detailed examples to support your answers
- ❖ Always back up your statements/information with examples
- ❖ Examples can be from previous work experience; course placements; group work; societies; activities; school
- ❖ Be clear in the examples how it relates to the question
- ❖ Quality over quantity – you don't have to write an essay for each answer. Just remember to back up your statements with examples.

## **Desirable Criteria**

Under 'Desirable Criteria' you will need to select 'YES' to show that you meet the requirements.

Under the section '**How do you meet the desirable criteria for the role**' – please write '**N/A**'. As we do not require you to complete this section.

## **Examples on how to answer the job specific questions**

Below are bad – good – excellent examples on how to complete the questions in the application form.

You can use experiences from any stage of life to support how you meet criteria - e.g. school football team/society/debating team/work experience/volunteering etc.

### **Example Question) 'Please provide an example of a time you have built strong working relationships'**

- **Bad Answer** – 'I have the ability to build strong working relationships'
  - This answer does not provide any detail or examples for staff to understand how you meet this criteria.
- **Good Answer** - From being a member of the scouts I have regularly taken part in team activities where building good relationships is vital to successful outcomes. An example of this was when we had an orienteering day where we joined up with another scout group. I took the lead in organising an ice breaker activity, so we could all get to know each other.
  - This answer provides an example and draws on past experiences. It describes a situation and an action.
- **Excellent Answer** - From being a member of the scouts I have regularly taken part in team activities where building good relationships with a range of different people within and outside the club is vital to successful outcomes. An example of this was when we had an orienteering day where we joined up with another scout group. I took the lead in organising an ice breaker activity, so we could all get to know each other. This meant that when we were split into smaller groups to undertake the orienteering exercise, we all felt comfortable working with each other.
  - This answer provides a full example as it describes a situation, action and an outcome.

## **STAR Technique**

To help write concise answers, consider using the STAR technique:

**S – Situation** – Describe the event or situation you were in

**T – Task** – Explain the task you had to complete

**A – Action** – Describe the specific actions you took to complete the task

**R – Result** – Discuss the result/outcome of your effort

## Remember

- Never assume the person reading your application will know your capabilities and experience.
  - E.g. If you list qualifications or job experience elsewhere in your application form – always draw back to it if required.
- Use the job specific questions to sell yourself.
- Make sure you answer the job specific questions – this is how we score applications to decide who to offer an interview.
- Proof read – check your spelling and grammar.
- Write your application in a separate application like Microsoft Word BEFORE pasting it into the application form – this will allow you time to write your answers as well as proof read.