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**Managers’ Guide**

**to the Ambassador Role**

This brief guide is to help support managers to understand the implications of endorsing and having an Ambassador as part of your team. This guide should be used alongside the Ambassadors Compact and associated information contained within the Ambassador Webpages.

***As the line manager of an Ambassador you are agreeing to support the time commitment outlined below (operational pressures of course being considered at all times).***

**Q. How much time will the Ambassadors role take?**

A. The main part of being an Ambassador is way the person acts and behaves in their everyday role, as such, this should not be part of their time in your team, role modelling, promoting positive behaviours, buddying with new colleagues etc.

In addition, there are regular meetings via MS Teams (whilst we would like people to attend, this will always be based on the person, team or departments workload). Attendance at these meetings is agreed with the Ambassador’s Line Manager. ***We ask that Ambassadors attend at least 1 meeting per year***

Ambassadors are also invited to attend and support at events such as Staff Conference (1 full day) and possible other events (whole or half day). Again these are in agreement between the Ambassador and their line manager. ***We ask that Ambassadors support at least 1 event per year.***

We also ask Ambassadors to help out with external visits, overseas recruitment tours and helping out in clinical areas in times of Business Continuity (in agreed roles – not clinical) when it is reasonable to ask them do so.

**Q. How long does the Ambassador role last for?**

A. Once the Ambassador has been accepted into the role, they and their manager are committing on an ongoing basis. If there are any changing circumstances which mean that the line manager or Ambassador feel that they need to step back from the role we would ask that we are informed so we can make the necessary amendments to our membership.

**Q. How does the Ambassador role link in with Appraisals?**

A. Appraisals and the Ambassador process can work well together as a way of recognising achievement for a colleague within your team, when they are demonstrating the Trusts Visions and Values consistently and are performing well, nomination as an Ambassador can help to acknowledge this.

**Q. Are there any training or performance requirements that the person needs to meet to become an Ambassador?**

A. The person’s mandatory training must be up to date in order for them to apply to become an Ambassador. The individual should also not currently be going through a management or disciplinary process.

**Q. Can I have more than one Ambassador in my team or department?**

A. Absolutely, we would encourage representatives from different roles in the team and aim to recruit Ambassadors from all across the Trust.

For any queries please contact us on: uhsussex.ambassadors@nhs.net