

## Job Description

<b>Job title</b>	Student Ambassador
	£8.80 per hour

### Main purpose of the job

Student Ambassadors are brand ambassadors for the University and therefore are expected act in a professional, friendly and approachable manner at all times.

As a Student Ambassador you will work across a wide range of University events such as Open Days, Graduation, Enrolment, hospitality events, professorial and public lectures, award ceremonies and recruitment events, developing valuable skills along the way. You will also have the opportunity to work with young people, assist at external events and run workshops related to your course whenever possible.

Student Ambassadors will be given relevant training and will mostly work under supervision. Their performance is reviewed regularly.

Representing the University shows a level of commitment and responsibility in student which exemplifies the essential attributes employers always look for. You will also develop excellent communication and customer care skills as well as increasing your own self-confidence, all of which appeal to prospective employers. You can also expect:

- Comprehensive training on all aspects of the role
- Valuable work placement hours (if studying an applicable subject, e.g. Event Management)
- Opportunities to develop transferable skills:
  - presenting, public speaking and teaching
  - time management, team-working and communication
  - working with young people
  - customer service

In addition to the above, the position Student Ambassadors may be expected to undertake any other reasonable duties relating to the broad scope of the position.

**To be considered for this role, you must be able to attend all of the following dates:**

- 14<sup>th</sup> or 15<sup>th</sup> May 2019 (Interview Day)
- 29<sup>th</sup> May 2019 Training Day (if successful)

### Key areas of responsibility

#### *Duties and responsibilities*

Once fully trained as a Student Ambassador, you will be expected to work across a number of different activities including, but not limited to:

- Open days/Applicant Days where potential students have an opportunity to see our facilities and what we have on offer.
- UCAS/HE/Postgraduate fairs which represent the University and require you to answer queries in relation to courses and further information about what we offer.

- Campus tours - showcasing the University facilities.
- Taster days for students who have yet to apply to University. This gives them an insight into the course they wish to study.
- Mentoring schemes: working with groups of students to support their transition into higher education.
- Clearing Call Centre - answering queries and assisting students and potential students over the phone.
- Corporate events, which involve external guests who need to, see the University at its best.
- Graduation, conferences and awards ceremonies.
- Creation of student focused content including photography, video, copywriting and design
- Course Information Call Centre: Email and Call Centre manned by Student Ambassadors dealing with course enquiries.
- General admin tasks: responding to telephone and email enquiries, outbound calling, mailings to local schools / colleges, data inputting.

## Personal Specification (Attitude, Skills and Attributes)

Criteria	
<b>Specific skills to the job</b>	<ul style="list-style-type: none"> <li>• Must be available to attend compulsory selection day and training sessions,</li> <li>• Is easily approachable</li> <li>• Good interpersonal, listening and communicating skills and is comfortable talking to people of all ages</li> <li>• Exceptional time management</li> <li>• Reliable and committed</li> </ul>
<b>General skills</b>	<ul style="list-style-type: none"> <li>• Good customer care attitude</li> <li>• Ability to use initiative and be pro active</li> <li>• Commitment to teamwork, equal opportunities and health and safety</li> <li>• Ability to maintain good working relationships</li> <li>• Enthusiasm for UWL</li> <li>• Professional attitude</li> <li>• Attention to detail</li> <li>• Respect for ethnic, cultural, social and religious backgrounds of all people</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness to undergo appropriate training in UWL systems/processes</li> <li>• Ability to handle confidential information appropriately</li> <li>• Willingness to travel and operate between campuses and at off-site locations</li> </ul>