

## Job Description

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<b>Post Title:</b>	Student Ambassador
<b>Grade:</b>	B - £12.60 per hour plus 12.07% holiday pay
<b>Faculty/Service:</b>	Future Students, Communications and Marketing – Student Recruitment and Admissions
<b>Accountable to:</b>	Student Ambassador Coordinator

## Job Purpose

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Student Ambassadors act as positive role models to give a first-hand view of the benefits of higher education and to represent UWE Bristol at a variety of events (on campus or in schools, colleges, and community settings) in support of UWE's marketing and recruitment & outreach strategies.

## Role Requirements

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### Qualifications

1. You must be currently undertaking a UWE Bristol degree (Undergraduate/Postgraduate).

### Knowledge/Skills/Experience

1. Ability to deliver excellent customer service with an engaging and proactive customer-focused approach
2. Ability to work independently and use initiative to solve problems
3. Ability to work as part of a team to achieve a collective goal
4. Ability to communicate confidently and effectively with a range of audiences
5. Enthusiastic approach to higher education and the desire to encourage prospective students.

### Awareness

1. Awareness of the diverse requirements of new/prospective students, including issues relevant to learners from a diverse range of backgrounds.

## Duties and Responsibilities of the Role

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1. To assist in providing support to staff in faculties and services during recruitment, outreach and marketing events.

2. To work events on campus, off-campus and on virtual platforms.
3. To share knowledge of student life and the courses available at UWE Bristol to prospective students and visitors.
4. To be responsible for ensuring accurate information is provided to visitors regarding event and University processes.
5. To support the delivery of internal and external events, including collating resources, set-up/pack-down, replenishment of materials, providing customer service and information.
6. To read and understand basic information to support event and customer service processes. These include providing directions, meeting and greeting, giving detailed information about your course and basic information about UWE's campuses, facilities and services.
7. To develop skills in order to accurately carry out routine event processes according to defined procedures. These include providing campus tours, assisting in taster sessions/course talks, invigilating selection tests and where applicable, providing facility demonstrations.
8. To develop skills in order to carry out and be responsible for delivering activities such as facilitating student life talks for prospective students, manning a stand and engaging visitors.
9. To accurately update and input standard information whilst making effective use of processes, such as entering registration data into apps and spreadsheets.
10. To organise and prioritise student ambassador work commitments in line with study commitments and ensure a committed and reliable approach to work.
11. To work and communicate effectively as a member of a team, supporting other student ambassadors and staff members.
12. To build and maintain effective customer service skills to represent UWE Bristol on campuses and at schools/colleges/Higher Education events across the South West/UK.
13. To solve basic visitor problems as they arise following clearly defined guidance.
14. To comply with the University's equal opportunities policy, and use this role to promote equal opportunity wherever possible.
15. To take reasonable care of your own health and safety and comply with rules and guidance relating to health and safety matters.
16. Any other reasonable duties that fall within the scope of the post as allocated by the line manager following consultation with the post holder.
17. On occasion, certain jobs may require a Student Ambassador to drive themselves, fellow ambassadors and materials to events. *This will only be applicable to those students who are willing to drive and have a full UK driving licence with access to a car (which holds a certified MOT & business insurance).*

## Special Conditions

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**Working hours:** Work undertaken by Student Ambassadors is flexible and fits around your studies.

Student Ambassadors are casual workers, and as a casual worker - the Student Ambassador Scheme is not obliged to offer you any work nor are you obliged to accept any.

The University advises students to limit their working hours to 16 hours per week during term time so you can keep a balance between work and study.

As a scheme, we do expect the majority of ambassadors to work our large-scale recruitment events such as Open Days and Offer Holder Days.

You are not expected to work every event but are expected to attend if you have committed to do so.

Ambassadors will work variable hours which may include early mornings, evenings and/or weekends.

- The majority of Student Ambassadors are not required to commit to regular work patterns.
- Each event is a job in its own right and commitment begins and ends with each event.
- Student Ambassadors can register to work for as many or as few events as they wish.
- Due to the flexible nature of this work, set working hours are not guaranteed.
- Student Ambassadors may undertake local/regional/UK travel.

**Understanding your responsibilities:** You are responsible for representing the University at all times whilst working as an ambassador. Your actions and comments reflect on the University. Appropriate use of language and content is very important. Ambassadors are expected to promote the University in a positive light.

**Open & Offer Holder Days:** All ambassadors are encouraged to work the majority of Undergraduate Open & Offer Holder Days which take place during the academic year.

**DBS checks:** Some work that Student Ambassadors undertake may require a DBS Check therefore you must be willing to undergo an Enhanced Disclosure and Barring Service check (DBS) if you would like to be considered for work where this is required.

**Tier 4 visa work limitations:** International students studying at the University on a Tier 4 student visa, issued by UK Visas and Immigration (UKVI), will have their visa either inside their passport, on a Biometric Residence Permit (BRP), or in digital format. The visa will clearly state the number of hours you are allowed to work, if any.

- For those on a first degree or above, the visa may state you can work 20 hours a week – however the University limits this to 16 hours.
- Please note the limitation of 20 hours per week encompasses all jobs you may have e.g. student ambassador work and a part-time job at a supermarket.
- A 'week' has been defined by UKVI as meaning a period of seven days beginning with a Monday
- During university vacation period's Non UK students may work up to 37 hours a week.

It is your responsibility to adhere to your work limitations.

## Health and Safety/Risks

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This post has been identified with the following risks: (activities, hazards or exposures)

Risk 1	Risk 2	Risk 3	Risk 4	Risk 5
Manual Handling	General Driving	Choose an item.	Choose an item.	Choose an item.