



Role title:	Unibuddy Student Ambassador
Department:	External Relations
Reporting to:	Student Recruitment Events Team
Purpose of role:	<p>You will represent the University of Nottingham by engaging with prospective students using the Unibuddy online chat platform.</p> <p>You will answer questions about university life to help prospective students decide whether to apply to study at the University of Nottingham and later accept their offer.</p> <p>You will create a welcoming student profile page for yourself on Unibuddy. You will aim to respond to any questions received through the platform within a 48-hour period.</p>
Rate of pay:	£10.42 per hour
Location:	Online
Frequency:	We will pay you for 15 minutes each week. This is the average amount of time that a Unibuddy ambassador spends on the platform. You may work slightly more or less than 15 minutes each week, but we will pay you this set amount either way.
Duration:	<p>November 2023 to June 2024</p> <p>You may also be given the option to continue in the role beyond this initial period if you will still be a student after June 2024.</p>
Deadline:	23:59 (UK time) on Monday 16 October 2023
Apply online:	gck.fm/xjcms



Main Responsibilities:

- Answering questions about your university experience
- Signposting enquirers to webpages and departments
- Checking your Unibuddy account on a regular basis and responding within 48 hours
- Building a relationship with prospective students
- Creating engaging messages
- Acting friendly, open, and enthusiastic
- Following university policies related to CMA, data protection, and safeguarding

Person Specification:

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> • A current student at the University of Nottingham 	
Knowledge/Skills/Training	<ul style="list-style-type: none"> • Knowledge of the University • Excellent communication skills • Confidently interact with individuals • Proactive using initiative to solve problems • Ability to manage time effectively • Ability to follow instructions and take responsibility • Adopt a mature and professional approach to conversations – particularly when dealing with difficult or challenging questions 	<ul style="list-style-type: none"> • Knowledge of more than one of the University of Nottingham campuses
Experience	<ul style="list-style-type: none"> • Ability to work collaboratively as part of a team to achieve a shared objective 	<ul style="list-style-type: none"> • Previous experience of digital engagement
Personal qualities	<ul style="list-style-type: none"> • Reliable and trustworthy • Approachable and friendly • Flexible and enthusiastic approach to work • Professional work ethic • Have a positive outlook on university life and study • Be responsible, open, and honest in your communications • Be a good role model for prospective students 	



Undergraduate subjects – who can apply?

We welcome applications from all undergraduate students.

Postgraduate courses – who can apply?

We welcome applications from all postgraduate students.

Time commitment

You must be available to respond regularly to prospective student questions through the Unibuddy platform. Often, this will be through the Unibuddy app on your personal smartphone.

The frequency of hours is between 0 to 2 hours each week, depending on the number of questions that you receive. The average amount of time that a Unibuddy ambassador spends on the platform is around 15 minutes. You may work slightly more or less than 15 minutes each week, but we will pay you this set amount either way.

This role will include some work outside of university term-time. There will also be a 2 week break over Christmas 2023 and during the UCAS embargo period in August 2024.

Professional conduct

You will be expected to represent the University of Nottingham whilst working within this role. It will be essential for you to comply with university policies related to CMA, data protection, and safeguarding. To enable this, you will be required to read a short training document before you begin the role.

Questions

If you have any questions about this role, please email unibuddy@nottingham.ac.uk.