



<b>Role title:</b>	Events Ambassador
<b>Department:</b>	External Relations
<b>Reporting to:</b>	Student Recruitment Events team
<b>Purpose of role:</b>	<p>To actively support the Events team in the preparation, set up and delivery of high quality student recruitment events such as open days, mini open days, offer holder days and clearing events held at the University of Nottingham, throughout each academic year.</p> <p>The roleholder is responsible for helping school and college students and their guests to have the best visitor experience possible, both through customer-facing responsibilities and duties - to ensure that visitors are actively welcomed and assisted -and through behind-the-scenes set-up, delivery, and pack-down.</p>
<b>Rate of pay:</b>	£8.21 per hour (plus holiday pay)
<b>Location:</b>	Various (University Park, Jubilee and Sutton Bonington campuses)
<b>Frequency:</b>	To be available to work at least 3 shifts within a 12 month period

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## **Main Responsibilities**

### **Supporting event delivery**

- Work with administrative staff to collate, prepare and pack kit, equipment and materials required for events.
- Provide administrative support to the team in relation to a range of tasks including making badges, collating documents, updating registration tablets.
- Assist the team with setting up venues for events, including checking room layouts and facilities, setting up registration desks, distributing signage and materials before and during the events.
- Assist with the pack down, clearing and tidying of venues once events are over, including collecting and packing away signage and other materials which may be located across the campuses.
- Provide support in relation to follow up activities, e.g. processing data from registration lists or feedback surveys.
- Undertake any other reasonable duties as requested within the scope of the post.

### **Engaging with visitors**

- Act as first point of contact for events on campus and at other locations, meeting and greeting prospective students and their guests and providing visitor support at activities held around the campuses.
- Deliver informative tours of the campuses to groups of visitors, taking into consideration key buildings and highlighting important facilities that will be of interest to visitors.
- Represent the university, engaging with visitors and sharing knowledge about accommodation, sport, societies, course of study, SU and other facilities at the campuses. In addition, provide appropriate advice and directions in relation to the location of schools, rooms and buildings across campuses during events.
- Register visitors at events and allocate tickets for talks, tours and other activities.
- Be proactive in providing visitor assistance at events, including handling enquiries and identifying potential issues which may affect their experience and the success of the event (e.g. incorrect or missing signage, litter, faulty equipment, traffic/parking/weather-related issues).
- Provide support to university staff during the event, assisting with visitor flow/queue management and stewarding.
- Comply with university policies and legal requirements to ensure that all information provided is fully accurate.



	Essential	Desirable
<b>Qualifications/ Education</b>	<ul style="list-style-type: none"><li>• A current student at the University of Nottingham</li></ul>	
<b>Knowledge/ Skills/ Training</b>	<ul style="list-style-type: none"><li>• Knowledge of the University</li><li>• Excellent communication skills</li><li>• Confidently interact with groups of people</li><li>• Proactive using initiative to solve problems</li><li>• Ability to manage time effectively</li><li>• Ability to listen and follow instructions and take responsibility</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of more the one of the University of Nottingham UK campuses</li><li>• Experience of presenting to groups</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Ability to work collaboratively as part of a team to achieve a shared objective</li></ul>	<ul style="list-style-type: none"><li>• Customer service experience</li></ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"><li>• Reliable and trustworthy</li><li>• Approachable and friendly</li><li>• Flexible and enthusiastic approach to work</li><li>• Professional work ethic</li></ul>	



**Further information about the role:**

You must be available to work at least three shifts within a 12 month period and attend all training sessions.

This role will include some work outside of University term time, including undergraduate Open Days.

You will be expected to represent the University whilst working within this role and it will be essential for you to ensure that you comply with university policies in regards to CMA, Data Protection and Safeguarding.

**Key relationships with others**

