



University of  
Nottingham

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## Student Ambassador role profile





<b>Role title:</b>	Student Ambassador
<b>Department:</b>	External Relations
<b>Reporting to:</b>	Student Recruitment Outreach, Student Recruitment Events and Widening Participation
<b>Purpose of role:</b>	<p>Ambassadors represent the University and support outreach activities and events across Student Recruitment Outreach, Widening Participation and Events, working with students across all levels of education from primary school age through to mature students to provide information about studying at university.</p> <p>The role incorporates work with students from all backgrounds, therefore we would particularly welcome applications from students from under-represented backgrounds including Black Asian and minority ethnic and male students.</p> <p>Ambassadors actively support in the preparation, set up and delivery of student recruitment events such as school visits, open days and offer holder days held at the University of Nottingham, throughout each academic year.</p> <p>Ambassadors are 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 through behind-the-scenes set-up, delivery, and pack-down.</p> <p>We will make reasonable adjustments to support ambassadors with additional requirements within their roles.</p>
<b>Rate of pay:</b>	National living wage of £9.50 per hour (plus holiday pay)
<b>Location:</b>	Various (University Park, Jubilee, Sutton Bonington and Kings Meadow campuses)
<b>Frequency:</b>	To be available to work at least three shifts within a 12-month period



## **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 stock taking, 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, 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 and reporting 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.
- Ensure the safety of groups of visitors whilst on and off campus, in line with Health and Safety and Safeguarding guidance.
- Support staff members to deliver outreach sessions, actively participating and assisting in the delivery of activities and presentations.
- Provide detailed information about university life in order support students participating in activities in being able to make an informed decision on the university options.
- Support events on and off campus, including any virtual events aimed at providing school and college students and prospective applicants with more information about higher education and the transition to university study.



- Comply with university policies and legal requirements, such as the Consumer Marketing Authority (CMA) to ensure that all information provided is fully accurate and correct.
- Ensuring accessibility to the wider community, actively encouraging inclusion and seeking to involve others.

### **Why become an ambassador?**

- Becoming a student ambassador offers you the opportunities to develop a wide range of skills and experiences such as:
  - Teamwork
  - Leadership
  - Communication
  - Presentation skills
  - Public speaking
  - Organisation
- Gain valued and demonstrable work experience to put on your CV.
- Get involved in the university community and share your experiences with prospective students.
- Motivate and inspire young people.
- The flexibility to work around your studies and earn the National Living Wage.
- Opportunities to get involved in wider training and development sessions.
- Have the opportunity to gain a Nottingham Advantage Award as part of the scheme (links to the 'Inspiring Young People' module).



	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 and city</li><li>• Knowledge of the higher education application process and timescales</li><li>• Excellent communication skills</li><li>• Ability to work independently</li><li>• Ability to manage time effectively</li></ul>	<ul style="list-style-type: none"><li>• Awareness of Widening Participation and barriers to progression to HE</li><li>• Leadership skills</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of working as part of a team to achieve a shared objective</li><li>• Experience of using initiative to solve problems</li></ul>	<ul style="list-style-type: none"><li>• Experience of working with people from a variety of different backgrounds</li><li>• Customer service experience</li><li>• Experience of presenting to groups</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 attitude to work</li><li>• Responsible role model</li><li>• Inspiring and enthusiastic</li><li>• Proactive and able to use own initiative</li><li>• Ability to empathise with a range people from different backgrounds</li></ul>	

**Further information about the role:**

You will expected to attend all mandatory training sessions following a successful application to the role.

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, Health and Safety and Safeguarding.

**Key relationships with others**

