



Events ambassador person specification/role profile 2018-2019

Role title:	Events Ambassador
Department:	External Relations
Reporting to:	Student Recruitment Events team: The Events team have shared responsibility for the recruitment of undergraduate and postgraduate students to the University, through providing top quality visitor events including open days, mini open days, offer-holder days and clearing events.
Purpose of role:	<p>To actively support the team in the preparation, set up and delivery of high quality student recruitment events, held at the University of Nottingham, throughout each academic year.</p> <p>The Events Ambassador role is key to ensuring that visitors are actively welcomed to events on the campuses and are assisted to have the best visitor experience possible, as well as gaining current students' perspectives on living and studying at the University of Nottingham.</p>
Rate of pay:	£7.83 per hour (plus holiday pay)
Location:	Various (University Park, Jubilee and Sutton Bonington campuses)
Frequency:	To be available to work at least 3 shifts within a 12 month period

Main Responsibilities

Preparation and delivery – Open Days, Mini open days, Offer-holder days, Postgraduate events, Clearing and adjustment event

- Work with the Student Recruitment Administrator to collate, prepare and pack kit, equipment and materials required for recruitment events. Provide administrative support to the team in relation to a range of tasks including making badges, collating documents, updating registration tablets, etc.
- Assist the team with setting up venues for events, including checking room layouts, facilities, setting up registration and ticket desks, distributing signage and materials before and during the events.
- Act as first point of contact for events, meeting and greeting prospective students and their families, working independently and alongside university staff, manning information points, registration desks, and providing support in venues and at activities held around the campuses.
- Provide appropriate guidance and direction in relation to the location of schools, rooms, buildings and other facilities (e.g. sports, accommodation, SU), across campuses during events.



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- Independently deliver tours of the campuses to visitors attending events.
- Be proactive in providing visitor assistance at events, including in relation to registration, enquiries and allocation of tickets for talks, tours and other activities.

Pack down and follow up activities – events as above

- 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. data inputting from surveys and feedback reports.
- Undertake any other reasonable duties as requested within the scope of the post.



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	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 (i.e. courses, facilities, activities available) Excellent verbal communication skills Ability to work independently, unsupervised, and as part of a team Ability to adapt appropriately to your audience 	<ul style="list-style-type: none"> Knowledge of the application process to higher education Knowledge of the undergraduate recruitment cycle A good knowledge of the three UK campuses, and developments taking place on them. Knowledge of the city of Nottingham
Experience		<ul style="list-style-type: none"> Experience of working in a customer service role/environment Ability to empathise with a variety of people from different cultures, backgrounds and ages.
Personal qualities	<ul style="list-style-type: none"> Responsible and reliable Approachable Effective organisation skills Proactive and ability to use initiative Flexible and adaptable to last minute changes in arrangements Effective time management Confidence in talking to groups Ability to positively interact and engage appropriately with prospective students, parents and teachers Inspirational (particularly about higher education) and enthusiastic (particularly about the University of Nottingham and life as a student here) 	<ul style="list-style-type: none"> The ability to work outside of university term times, weekends and evenings (for e.g., undergraduate open days).



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<p>Other</p>	<ul style="list-style-type: none">• To be available to work at least 3 shifts within a 12 month period.• Ensure that correct procedures are followed in accordance with the Code of Conduct.• Represent the University and demonstrate professional behaviour on all occasions.• Interest in assisting prospective students in their interest in the University of Nottingham, by acting as a positive role model.• Be available for training sessions (at least 2 weeks' notice will be given, where possible).• Be available for shifts during busy periods and weekends throughout the year (where your university timetable permits). This will include some work outside of University term time, including UG Open Days.• Ensure all University policies are implemented within the remit of this post. This includes an awareness of child protection, safeguarding, health & safety, equal opportunities etc. Full training will be given.	
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