



JOB DESCRIPTION

Job Title:	Student Ambassador
Department / Unit:	Marketing and Communications
Job type	Professional Services
Grade:	RHUL 2 (£12.35 p.h. (effective as of 01 August 2023) plus one additional hour holiday pay for every eight hours worked)
Accountable to:	Senior Student Ambassador Scheme Officer
Accountable for:	N/A
Purpose of the Post	
<p>Student Ambassadors represent Royal Holloway across a diverse array of outreach and recruitment activities. Working under the supervision and guidance of the Student Recruitment Events team, you will provide our target audiences with a student perspective on life and study at Royal Holloway.</p> <p>Student Ambassadors have an essential role to play in the delivery of our Open Days and Applicant Visit Days. Additional tasks are largely focussed on recruitment activities but are varied and can also include administrative tasks, delivering presentations, involvement in production of marketing content, and support of other teams across the College.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. To work at all our central Open Days and Open Evenings for your level of study. For Undergraduate Student Ambassadors this will be all our Open Days/ Applicant Visit Days and for Postgraduate Student Ambassadors this will be our PG Open Evenings as well as the UG June Open Day. 2. To assist with other events aimed at students interested in your level of study, as required. This involves registering and directing visitors, giving campus tours and profiling student life to enquirers. 3. To assist with both incoming and outgoing school and college visits. These can involve giving campus tours, answering student questions, leading small groups through activity sessions, and occasionally delivering presentations. 4. To occasionally present on Student Life (in departments for AVDs) to prospective students and applicants. 5. To support residential summer schools based on the University campus, involving general event support, giving tours, and answering student questions, and assisting with workshop sessions. 	

6. Representing the University at external HE fairs and UCAS exhibitions, either assisting a member of staff or working alone. This involves talking to prospective students and answering their questions, along with handing out prospectuses.
7. To help with administrative work within the department, including sending out publications, setting up materials for large scale events, and occasionally dealing with enquiries from applicants and prospective students through our various online platforms.
8. To provide additional staffing and assistance at other major points in the academic year, including confirmation and clearing, Welcome Week and graduation.
9. Handling queries from prospective students on our online chat platform, Unibuddy, as well as assisting with other online events and webinars.
10. To potentially be involved in our departmental weekly stock check procedure.
11. To provide ad-hoc campus tours which we run throughout the week, if you are available.
12. To undertake all required training sessions, as required (training is paid).

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be invited to undertake other duties as appropriate and as requested by his/her/their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and External Relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

- Student Recruitment teams
- Marketing and Marketing Campaigns teams
- Widening Participation and Outreach teams
- Other Professional Services staff
- Academic staff

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable	Tested by Application/Interview/ Task
Knowledge, Education, Qualifications and Training			
Currently studying at Royal Holloway University of London	X		Application
Skills and Abilities			
Ability to represent Royal Holloway as a positive and professional ambassador	X		Application, Task, Interview
Ability to respect and effectively communicate with prospective students and others from a variety of backgrounds	X		Task, Interview
An interest in, and positive approach, to Higher Education	X		Application, Interview
A good knowledge of the Royal Holloway campus, experience, and community, as well as local facilities	X		Application, Task, Interview
A pro-active and customer service focussed attitude	X		Application, Interview
Excellent verbal communication skills	X		Task, Interview
The ability to be both welcoming and friendly to visitors	X		Task, Interview
Strong time management skills	X		Task
Ability to work as a committed team member	X		Application, Task

Experience			
Experience of working in a customer-facing environment		X	Application, Interview
Experience of delivering presentations to groups	X		Task, Interview
Other requirements			
Ability to participate in core training session	X		Application, Interview
Willingness to attend additional training sessions to further future development	X		Interview
Take a pro-active approach to learning more about different aspects of Royal Holloway and HE generally	X		Interview
Availability to work at all Open Days and Applicant Visit Days and attend compulsory training sessions related to these events	X		Application
Willingness to work unsocial hours (evenings and weekends)	X		Application