

<b>Job Title:</b>	Student Ambassador (Casual Worker)
<b>Reports to:</b>	Student Recruitment Coordinator
<b>Rate of Pay:</b>	£7.80ph inclusive of holiday pay  (Ambassadors aged 25 and over would be paid £8.30ph)
<b>Working Hours:</b>	0 – Casual worker with one year contract from <b>October 2017 – October 2018</b> with no guaranteed hours
<b>Faculty / Service:</b>	Marketing and Recruitment
<b>Location:</b>	Based in The Edinburgh Building, City Campus but will be required to work across the university campuses and at various locations off campus.
<b>Main Purpose of Role:</b>	Student Ambassadors are a team of casual workers who assist the Student Recruitment Team by acting as a representative of the University of Sunderland to positively promote ‘the student experience’ to potential students and other contacts.
<b>Key Tasks and Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To complete all training and adhere to Student Ambassador Handbook</li> <li>• To read and respond to Student Ambassador Assignments in a timely manner via email.</li> <li>• To complete timesheets accurately and return them within set deadlines.</li> <li>• To assist the Student Recruitment Team at university open days and other promotional events.</li> <li>• To work with the Student Recruitment Officers on educational liaison and aspiration building activities including presentations, workshops and visit days for regional schools and colleges.</li> <li>• To assist in providing tours of the university to potential students and visitors.</li> <li>• To work with the Student Recruitment Team to host school and college visits to the university including; preparation for the event, supervision of school groups, helping and interacting with visitors, participating in tours and workshops, co-ordinating team building activities.</li> <li>• To assist in activities to improve student retention within the university including welcome events for new students.</li> <li>• To follow instructions to ensure successful delivery of all assignments and able to work at the direction of the event coordinator.</li> <li>• To promote the university by attending local, regional and national exhibitions and fairs when appropriate.</li> <li>• To carry out administrative and clerical duties to support the Student Recruitment Team and other departments within the university.</li> <li>• To contribute to the effective and efficient functioning of Marketing and Recruitment Service as directed by the Student Recruitment Team.</li> <li>• Any other duties, appropriate to the position, as required by the</li> </ul>

	Student Recruitment Team.
<b>Special Circumstances:</b>	<p>Students who are successful in joining the Student Ambassador team will benefit from:</p> <ul style="list-style-type: none"> <li>• Paid casual work assignments</li> <li>• Unpaid voluntary opportunities</li> <li>• Flexibility to accept and decline assignments to suit their timetable</li> <li>• Full training</li> <li>• Reference to reflect the work carried out throughout the year</li> <li>• Opportunity to represent the university at local and national events</li> <li>• Uniform (t-shirt and hooded sweatshirt)</li> </ul>

<p><b>Part 2A</b></p> <p><b>Qualifications and Professional Memberships:</b></p> <p><b>Experience:</b></p> <p><b>Key Knowledge and Expertise:</b></p>	<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. A current student at the University of Sunderland based in or around Sunderland: Part-time, Full-time, Undergraduate, Postgraduate and students studying at Partner colleges will be considered.</li> <li>2. Comfortable sharing their experiences at the University of Sunderland in a positive light.</li> <li>3. Excellent communication skills; must be able to talk confidently and clearly to prospective students in small and large groups.</li> <li>4. Proven ability to listen and follow instructions: show the ability to assimilate information quickly and accurately.</li> <li>5. Demonstrable initiative; must be able to provide example of when they have solved a problem on their own.</li> <li>6. Good organisational and time management skills; must be able to manage time effectively and attend assignments and complete tasks on time.</li> <li>7. Ability to work well as part of a team; supports colleagues and acknowledges achievements.</li> <li>8. Confident in dealing with people; applicants must have a genuine desire to work with and help people.</li> <li>9. Approachable with a positive attitude, considerate and respectful.</li> <li>10. Must be able to present themselves in appropriate and professional manner.</li> </ol>
	<p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>1. Demonstrable experience of working (paid or voluntary) within a customer service environment</li> <li>2. Demonstrable experience of working (paid or voluntary) with young people</li> </ol>
<p><b>Date Completed:</b></p>	<p><b>July 2017</b></p>