



JOB DESCRIPTION

Title:	Student Ambassador
Contract type/Hours/FTE:	As and when basis
Rate of pay:	National Minimum Wage* / National Living Wage* *Dependent on age:
	25 and over 16 to 24
	£8.21 p/h £7.70 p/h
Location:	Carmarthen, Lampeter, Swansea and Cardiff campuses
Reporting to:	Principal Marketing Recruitment Officer

Disclosure and Barring Service: This post, due to its nature, duties and responsibilities, may be subject to an “Enhanced” Disclosure and Barring Service (DBS) check, the cost of which will be met by the University.

MAIN PURPOSE OF POST

Student Ambassadors play an important role in UWTSD’s Marketing and Recruitment activities. The post holder(s) will play a key role in supporting our Open Days and Taster Days, providing support to the Marketing Recruitment staff and visitors and ensuring all guests have an excellent visitor experience at our events. The post holder(s) will also be integral to delivering high-impact outreach activities and events in support of individual schools or courses and may be asked to provide administrative assistance to the Marketing Recruitment team on occasion.

MAIN DUTIES

- Attend open days, campus visits and similar events to host and facilitate groups of students, parents and guests representing Higher Education and University of Wales Trinity Saint David specifically (UWTSD);
- Represent your Faculty, course or subject area when working with groups of all ages, for pre-16 groups in schools and colleges and post-16 students making their decisions;
- Actively support the work of the Reaching Wider partnership at events on and off campus with primary and secondary school-aged children;
- Actively support workshops, activities and talks for students, facilitated by the Marketing Recruitment team, or Academic Schools, to ensure they are interactive and engaging for prospective students and visitors;
- Conduct campus tours for visiting students, parents and visitors to the university on Open Days, taster days and visit days;
- Actively participate in all events, sharing your own experiences and representing the many aspects

of Higher Education in an audience-appropriate, positive and engaging way;

- Ensure an excellent visitor experience for the general public, external visitors, conference delegates and any other VIPs which you may come into contact with if working at a VIP event or conference;
- Signpost visitors and event attendees to the many sources of specialist information such as Student Services, UCAS, the Student Loans Company or UWTSD Staff when appropriate
- Assist with other projects, administrative work and any other duties as required to support UWTSD's Marketing Recruitment team.
- Student ambassadors may be asked to work on behalf of the Student Experience team or for a specific school or faculty, outside of the work offered by the Marketing Recruitment team.
- Undertake all work assignments responsibly in line with the University policies and procedures.

GENERAL DUTIES

- To discharge all relevant Health and Safety responsibilities.
- To adhere to all relevant University policies and procedures.
- Be adaptable to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development.
- Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner.
- Operate within the standards incorporated within the University's Welsh Language Plan and the proposed Welsh Language Standards (2018 onwards).

PERSON SPECIFICATION

	Essential	Desirable
Education and qualifications	a) Educated to GCSE level or equivalent.	
Experience, knowledge and skills	b) A reasonable working knowledge of your Faculty and campus and a willingness to learn more about the other faculties and campuses. c) Good working knowledge of student support mechanisms at UWTSD d) Possesses good interpersonal and communication skills with the ability to communicate effectively to a wide range of audiences. e) Good time management skills and reliability f) Ability to apply attention to detail	g) Confident in delivering presentations and campus tours h) A sound understanding of the UK Education system i) Experience of working with children and young people (aged 11-19) j) Prior experience of writing creatively k) Experience of image and video editing software l) Confident knowledge of the tools to support application and entry to university including UCAS and accommodation application systems m) Experience of providing support and information to a range of audiences n) Understanding of diversity issues o) Ability to communicate through the medium of Welsh – oral and written

<p>Other requirements</p>	<p>p) A current student of the University of Wales Trinity Saint David</p> <p>q) Proactive approach and ability to work unsupervised.</p> <p>r) A positive attitude towards and enthusiasm for University of Wales Trinity Saint David and its courses</p> <p>s) Commitment to excellent customer service.</p> <p>t) Demonstrable understanding of boundaries and when to escalate concerns or queries.</p> <p>u) Able to represent the University professionally and positively with regards to presentation and conduct.</p> <p>v) Demonstrates respect for a diverse range of people and recognises the importance of building sound working relationships.</p> <p>w) Able to work as part of a team and in partnership with others.</p> <p>x) Recognises the need for and demonstrates appropriate confidentiality</p>	<p>y) Experience of working in a busy customer facing role</p>
----------------------------------	--	--

It is in your own interest that you are explicit in your application about how you meet the stated criteria. You are encouraged to provide relevant and explicit examples, (obtained from the workplace, voluntary or community work or any other appropriate situation) so that the short-listing panel is able to clearly identify where your knowledge, and experience matches the criteria identified in the post.