This document may be used for **new roles** and where a **job description** requires **updating**. If the job description is being updated this document should be completed by the post holder and the content verified by the Line Manager and Head of Department

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Job Title** | Bruford Crew - Student Ambassador | | | **Pay Band** 2 | **RBC Reference**: |
| **Reports to**:  Outreach Manager  Staff within named departments | | | **Department**  Outreach  Recruitment & External Affairs (Marketing)  Student Experience (Admissions & Student Services)  Reception | **Date**: 17 September 2018  *Work is available on an ad hoc basis across the full calendar year, and Ambassadors apply for work advertised by the departments listed.* | |
| **Role responsibilities (*include information on people management/teams, budgets and other resources with direct responsibility***) | | | | | |
| To act as Brand Ambassadors for, and representatives of, the College by supporting the work of Recruitment & External Affairs; Admissions & Student Services; Outreach; and/or Reception  The post holder will be aware of and ensure compliance with all College policies and procedures. | | | | | |
| **Key working relationships/contacts specific to the role holder** | | | | | |
| * Outreach Manager * Head of Student Experience/ Admissions Officers/ Admissions Manager/ Student Services Officer * Head of Recruitment & External Affairs/ Student Recruitment Officer/ Student Recruitment Manager/ Commercial & Events Manager/ Video Content Manager * Reception Managers * Other Ambassadors/Staff/ Students * External Partners or Customers | | | | | |
| **Main responsibilities, duties and accountability of the role** | | | | | |
| 1 | | Representing the College at events run by Recruitment & External Affairs; Admissions & Student Services; or Outreach. Events may include: open days & tours; interviews & auditions; dedicated degree programme keep warm activities; HE/career/industry fairs; primary, secondary and sixth form school visits both on and off campus; discovery days; summer schools; cultural provider visits; registration & graduation. Where necessary, to help in the set-up of, and tidy away after, events. | | | |
| 2 | | Inspiring and raising aspirations of future generations of university students by sharing own College experiences; this may include participation in student panels at information sessions (involving public speaking). | | | |
| 3 | | Act as a positive role model with the option to participate in the following job opportunities: | | | |
| * mentoring * facilitation * schools' liaison | | * enquiry handling * contribution to social media activities * participation in longer-term projects | |
| 4 | | To always be professional and cooperative, but particularly in customer facing scenarios where one would expect the ambassador to be welcoming and friendly, engaging in a positive and helpful manner. | | | |
| 5 | | To support other departments across the College should the opportunity arise, including administrative job opportunities such as data entry when needed. | | | |
| 6 | | In supporting the reception team, duties would specifically include manning the reception desk, greeting and receiving guests/ visitors; and liaising with the security guard. | | | |
| 7 | | The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope of the advertised job opportunity. | | | |
| 8 | | Appropriate to the job opportunity, ambassadors may be required to undertake Safeguarding Training and a Disclosure Barring Service (DBS) check. | | | |
| 9 | | Requirement to complete PREVENT training each academic year September to August. Access information for the package will be provided by the Secretary & Registrar annually. | | | |

**PERSON SPECIFICATION FOR ROLE OF Student Ambassador**

Key to validate section**: (1) AF** Application form (**2**) **AS** Assessment **(3) I** Interview

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Competency for the role** | **Requirements for the role** | | Essential  √ | Desirable  √ | Validate **AF/AS/I** |
| **Qualification** | N/A | |  |  |  |
| **Knowledge & Experience** | Knowledge of Rose Bruford College from a student perspective  Understanding of widening participation  Understand the challenges facing applicants when considering, researching and applying to HE | | Y | Y  Y | AS  AS  AS |
| **Communication**   * Oral, written, complexity * Liaison and networking * Information technology | Excellent communication & interpersonal skills suitable for a variety of different settings and audiences  Demonstrable use of initiative  Confidence delivering presentations to both small and large groups  Work independently and as part of a team  Sound computer and digital skills | | Y  Y  Y  Y | Y | AS  AS  AS  AS |
| **Service Delivery**  Who benefits from the service, staff, students, visitors and clients? What level of service does this role provide; is the service proactive/ standard. Who decides on the service level? | The main beneficiaries of this role are visitors to the College, primarily prospective students and their families, and teachers, as well as cultural providers.  Staff also benefit from additional support and ultimately the College - ambassadors work to reinforce the brand. | | Y  Y |  | AS |
| **Health & Wellbeing** | Aware of the environment and health and safety implications for visitors to the College.  Safeguarding | | Y | Y | AS |
| **Special requirements for this role:**   * The post holder has right to work in UK. * The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act. * The position is a casual post offering the flexibility to work around your studies. Successful applicants are informed of relevant work they can sign up for throughout the year. * Specific job opportunities may require the post holder to undertake a DBS check. | | | | | |
| **Please read before signing.**  When you sign this job description and person specification document you confirm that this is an accurate reflection of the tasks, duties and responsibilities the role holder will be required to deliver. | | | | | |
| *You are advised to retain a copy of the completed job description and person specification for reference.* | | | | | |
| Signed by Line Manager : | | Date: | | | |
| Signed by Role Holder (*if applicable)* | | Date: | | | |
| Signed by Head of Department: : pme: | | Date: | | | |