

Student Ambassador Job Description

Job Title: Central Student Ambassador, Plymouth University

Central Ambassadors

Role: The role of the Central Ambassadors is to work as part of a highly motivated professional team supporting a variety of departments across Plymouth University at recruitment and other on-campus university wide events. This includes but is not limited to Open Days, Arrivals Weekends, Applicant Days, Interview Days and other city and campus-wide engagement activities. Central Ambassadors are also offered the chance to work campaigns such as Confirmation and Clearing and other opportunities to gain administrative experience on campus.

The Student Ambassador role is an excellent opportunity to gain some valuable work experience and develop your personal and professional skills. The University will provide training opportunities throughout the year to post-holders to encourage skills development and increase employability.

Responsibilities: Student Ambassadors are in a position of trust, liaising directly with the public and often have responsibility for University rooms and equipment. Ambassadors are often the first people that guests of the University meet and as such are responsible for the excellent first impression that they will receive of the University. Student Ambassadors are also responsible for providing excellent customer service and for providing accurate information about the University from a student perspective, directing visitors and giving them relevant knowledge of Plymouth University and its facilities. You may also be required to complete other reasonable tasks within this role.

Commitment required: This post is completely flexible around your academic studies as academic commitments should come first. Events are organised and take place frequently but often there will be ad-hoc events that come up at irregular intervals throughout the term. Post-holders are informed of events taking place throughout each semester and can sign up to work as desired. Once you have signed up to work at an event, you have committed yourself to attending. Plenty of notice must be given if you are unable to work.

Working Restrictions: We would recommend that no student works above 20 hours a week. This is to make sure that your part-time Job isn't interfering with your Studies. International Students on tier 4 study visas should ensure that they are not working more than the maximum number of hours as detailed on their visa during term-time.

Special Conditions: Post-holders who persistently fail to give notifications of absence from an event or who exhibit behaviour that is unprofessional in any sense may cease to be retained as a Student Ambassador after three strikes. This condition may be waived if the post-holder can provide evidence of extenuating circumstances.

Section 2. Person Requirements

	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> • Current student (undergraduate/postgraduate) at Plymouth University or partner college (as long as you are studying Plymouth University courses.) 	
Experience		<ul style="list-style-type: none"> • Experience of working with a variety of people from different cultures, backgrounds and ages • Experience of working in an information-providing capacity • Experience of providing customer service
Skills/Abilities	<ul style="list-style-type: none"> • Excellent verbal communication skills • Ability to work alone or as part of a team • Ability to use your own initiative • Ability to provide excellent customer service 	<ul style="list-style-type: none"> • Knowledge of the University • Knowledge of the city and surrounding areas • Knowledge of PU and courses available • Experience of presenting to groups
Personal Attributes	<ul style="list-style-type: none"> • Effective team work skills • Responsible • Reliable • Organised • Excellent time keeping skills • Approachable 	