

COMMUNITY AMBASSADOR REF

## 1 JOB DESCRIPTION

([Guidance notes](#) are available to assist in completion of this template)

**Academic Faculty / Support Services Division:** Residential and Hospitality Services

**School or Division/ Address:** Accommodation Office, The Hawthorns, Woodland Road

### (Supplementary information for recruitment only)

**Job Family / Grade:**

**Salary range:** £8.13 p/h

**Hours of work:**

Flexible – approximately 5 hours per week

**Work pattern:**

By negotiation to include some evening work

**Contract type:**

Casual

### 1.1 Main Job Purpose

To promote harmonious relationships between the University, students and non-students within the community, with particular reference to residents in locations which have a high University of Bristol student population, by encouraging good communication and liaison.

### 1.2 Statement of Responsibilities

(Use the sub-headings below if applicable – refer to [guidance notes](#))

#### Community engagement and reporting

- To keep the Community Liaison Officer informed of any relevant events, issues or problems in a designated area.
- To produce occasional brief written reports on activities and outcomes
- To attend local Residents Association and Neighbourhood Forum meetings as required to keep local residents informed of University action
- To attend local events and support integration between students and the local community

#### Promoting good relations

- To develop and maintain good relations with local residents and students
- To assist the Community Liaison Officer and the Bristol Student Community Partnership with local campaigns.
- To welcome students in to the community and encourage them to meet their neighbours
- To promote student behaviour expectations and key messages around noise, waste and recycling, parking and sustainable transport

**Signposting and support for students**

- To develop and maintain a good knowledge of the support available to students in order to signpost effectively
- To develop and maintain a good knowledge of the community, volunteering and other opportunities available to students who wish to get involved in their local community and to signpost effectively

**Problem solving**

- To support the Community Liaison Officer with devising campaigns and activities designed to minimise any adverse impact of high levels of student occupancy and promote positive engagement in the local community
- To propose and develop initiatives for community action and activities

**Continuous improvement**

- To attend induction and training as appropriate to the role
- To carry out any other duties reasonably required by the Community Liaison Officer

**1.3 Relationships and Contacts**

**Job title of line manager:**

**Community Liaison Officer**

**Job title of line manager to (where appropriate):**

**N/A**

**Internal Contacts**

**Contact with whom?**

**Purpose**

Students

Visiting properties as part of informational campaigns, to welcome them to the area, to discuss any concerns they may have and to help them find information or assistance

Community Liaison Officer

To advise and inform on local community issues and specific problems as appropriate

**External Contacts**

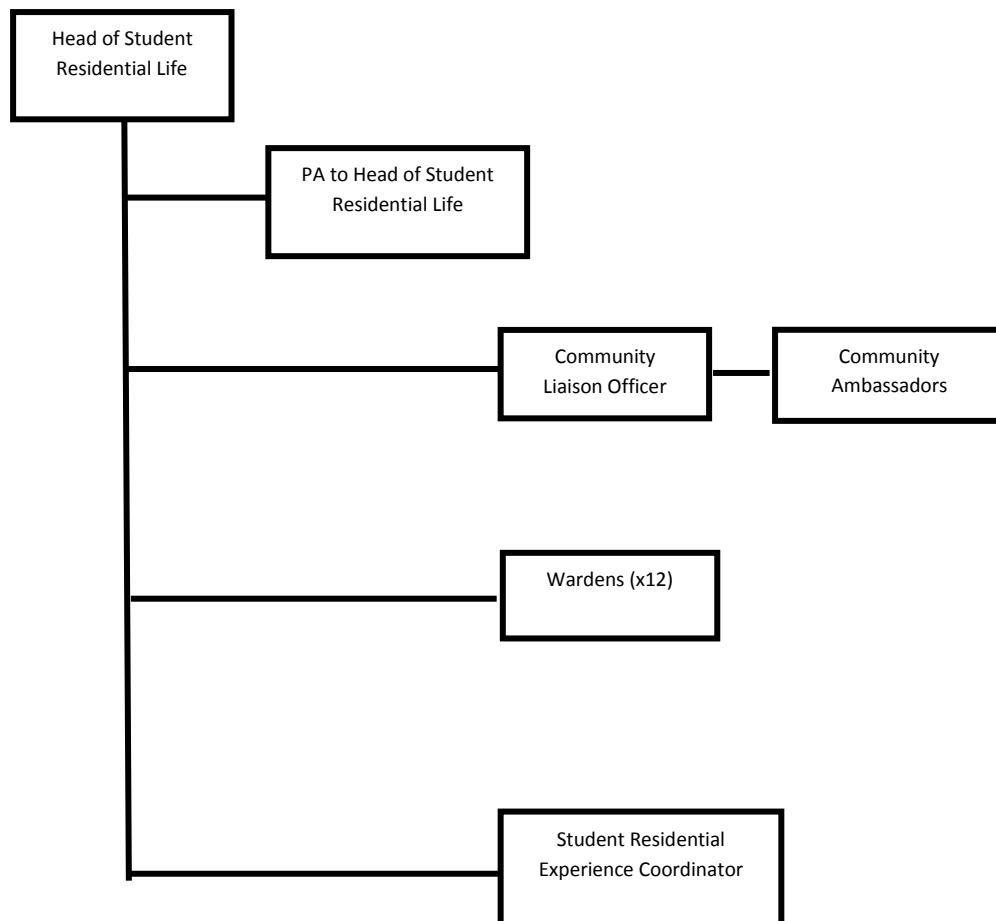
**Contact with whom?**

**Purpose**

Local residents

To hear and discuss any concerns they may have and help them find information or assistance

## 1.4 Organisation Chart



## 2 PERSON SPECIFICATION

### 2.1 Relevant Experience, Skills and Knowledge

#### Essential

- Experience of dealing with people in direct face to face situations ie Customer service role/ representative of an organisation, society, JCR or student committee.
- Knowledge of key issues:  
Student issues in private rented accommodation.  
Local resident issues- noise, waste and recycling.
- Interest in and commitment to good community relations.
- Ability to work well within a team and on own initiative

#### Desirable

- Experience of helping others, volunteering, student organisations.
- Knowledge of university rules and regulations.

### 2.2 Communication and Interpersonal Skills

#### Essential

- Excellent oral and written communication skills, with fluency in English.
- To have a sympathetic approach to residents' (including students') problems.
- Active listening and accurate recording of information.
- Ability to remain calm when faced with stressful situations
- Ability to use Microsoft word and excel and experience of data entry

#### Desirable

- Interest in developing new ideas to improve community relationships.

### 2.3 Additional Criteria

#### Essential

- Must be a student of the University of Bristol
- Must be committed to supporting diversity and equality

#### Desirable

- Experience of shared/communal living in a high density student area of Bristol

### Work examples

1. Community Ambassadors will support University initiatives such as the moving in or out campaigns and Housing Fair. This will involve reviewing the contents of information packs and making suggestions as to what should or should not be included; helping to put the packs together and distributing them to student households
2. Community Ambassadors will be encouraged to join their local Residents Association and to play an active part in planning and organising community events. They may attend Residents Association meetings as required by the Community Liaison Officer and keep the Community Liaison Officer updated as to local concerns and activities. While they will not act as representative of the University they will be expected to promote good student/community relations at all times.
3. Community Ambassadors will support ad hoc University initiatives with community based themes, such as waste and recycling, sustainability, housing issues and noise pollution.
4. Community Ambassadors will signpost students and local residents to appropriate University and Council services when required.

### How to apply

For further information or to apply please contact the Community Liaison Officer:

Email [conduct-accom@bristol.ac.uk](mailto:conduct-accom@bristol.ac.uk)

Telephone 0117 9546640

To apply please send a CV and covering letter outlining how your skills and experience would make you a suitable candidate for this role. Shortlisted candidates will be invited for interview. Applications are considered at all times of the academic year but will be subject to current capacity.