Events Ambassador

JOB DESCRIPTION

Faculty / School or Division: Home Recruitment & Conversion, External Relations
Faculty/School or Division Address: 31 Great George Street, Bristol

<table>
<thead>
<tr>
<th>Job Family:</th>
<th>Professional &amp; Administrative Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of contract</td>
<td>1 year</td>
</tr>
<tr>
<td>Salary:</td>
<td>£9.50 + 12.07% holiday uplift</td>
</tr>
<tr>
<td>Hours of work:</td>
<td>Flexible and ad-hoc</td>
</tr>
<tr>
<td>Contract type:</td>
<td>Student Contract (ad-hoc)</td>
</tr>
</tbody>
</table>

The Team

The Home Recruitment and Conversion Office is responsible for student recruitment and widening participation to Higher Education. Therefore we aim to:

1. Inspire the best quality students to attend the University of Bristol.
2. Ensure fair access to university regardless of a prospective student’s background.

We host a wide range of events to allow prospective students to explore the institution, speak with current students and academics, and decide if the University is right for them. The Undergraduate Recruitment team are responsible for the recruitment and conversion events for the University’s undergraduate courses. These include Campus Tours, Open Days, Virtual Open Weeks, and Offer Holder Events.

We welcome applications from all members of our community and are particularly encouraging those from diverse groups, such as members of the BAME and LGBT+ communities, to join us.

Role Description

Events Ambassadors assist in the running of online and in person events which are aimed at encouraging prospective Undergraduate students to apply to the University of Bristol, and upon receiving an offer choose the University of Bristol as their firm choice. They inspire and support prospective applicants and work on a huge range of events and activities. This requires you to be confident, friendly, and inclusive towards those you are hosting.

What will you get out of the Scheme?

- Full training to include: communication skills, facilitation skills, customer service skills and answering difficult questions.
- Excellent rate of payment per hour.
- Work experience to enhance your CV i.e. communication skills, organisational skills, supporting people, time management, and working with young people.
- Rewarding and worthwhile work.
- This work can count towards the Bristol PLUS Awards.
What will you be doing?

Online Events
- Assisting in the smooth running of online events, including the management of breakout rooms in Zoom.
- Interacting with prospective students on webinars, live text chats, or in Zoom breakout rooms to provide expertise on their school or department, learning and teaching and the student experience.
- Leading structured discussions with prospective students.
- You will also work closely with academic staff within events and will need to support structured academic taster activities.

On Campus Events
- Assisting in the smooth running of the on-campus events such as undergraduate open days or offer holder events.
- Ensuring all visitors have the best possible open day experience.
- Give a positive impression of the University and student life.
- Share your enthusiasm for your course, the University and the city of Bristol.
- Act as an ambassador for the University.
- Direct visitors to appropriate venues and assist them in finding their way around the University campus, including checking booking letters for entry.
- Answer visitors’ questions in a friendly and helpful manner.
- Refer visitors to academic departments for details of courses.
- Get around the campus quickly to fill alternative positions, where necessary.
- To act as a Fire Warden in the event of fire. This will involve checking an area is free of visitors while evacuating the building. Additional training will be provided during the main Steward training.
- To refer problems or concerns to your Team Leader or an appropriate member of staff.
- To be able to work long shifts.
- To ensure health and safety measures are adhered to by yourselves, visitors and staff.
- To remain a positive ambassador throughout a long and sometimes challenging day.
- To be proactive in approaching visitors who may need your assistance.
- Any other duties as directed by your Team Leader or the staff at your location, or the UG Recruitment Team.

We expect all our student workers to support University-wide open days. The position is a casual post offering students the flexibility to work around their studies. Individual roles will vary according to the needs of the Home Recruitment and Conversion team. Successful applicants will be placed on a database and advised of relevant work throughout the year.
PERSON SPECIFICATION

These are the skills, qualities and experiences that ambassadors will need to be successful in this role. Please outline how you meet these criteria in your application.

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous experience</td>
<td></td>
<td>Experience of working in a customer service role</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Experience of representing the University at functions and events</td>
</tr>
<tr>
<td>Specific Knowledge/Skills/Abilities</td>
<td>Be a current University of Bristol student</td>
<td>Ability to work on your own, and be aware of when it is appropriate to seek guidance</td>
</tr>
<tr>
<td></td>
<td>Excellent communication skills, including written and spoken English</td>
<td>Good knowledge of University of Bristol courses, facilities, and surrounding area</td>
</tr>
<tr>
<td></td>
<td>Reliable and punctual</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Able to work in a team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Able to demonstrate initiative and problem-solving skills</td>
<td></td>
</tr>
<tr>
<td>Motivation/Attitude</td>
<td>Enthusiasm for learning and your subject</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sensitive and considerate of peoples’ feelings and be able to empathise with another person’s circumstances</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Professional approach to work, including being reliable and taking initiative, and awareness that you will be a representative of the University</td>
<td></td>
</tr>
</tbody>
</table>

FURTHER INFORMATION

Aptitude Test
All applicants are required to complete the Student Ambassador Aptitude Test as part of the application. Application information can be found on the current students section of the Outreach web page.

Selection
All applications will be shortlisted by the Home Recruitment and Conversion team. Once shortlisting has been completed, you will be informed as to whether you have been invited to one of our selection events.

Selection will take place via a virtual selection event. Selection events will be scheduled between 22nd November 2021 – 3rd December 2021
You will be informed about the outcome of your application following the selection event.

**Payment method**
- You will be required to register with the University’s Temporary Staffing Service before assignments can be allocated to you.
- Payment will be made by bank transfer at the end of each month for the previous month’s work.
- Payment is subject to timesheets being completed and submitted in a timely manner by the role holder.

**Additional information**
- Except where other arrangements have been agreed, we will contact you by university email - please check your email regularly.

For more information regarding this application, please email [hrc-student-workers@bristol.ac.uk](mailto:hrc-student-workers@bristol.ac.uk)

The deadline for applications is 23:59 Sunday 14\textsuperscript{th} November 2021