

## Event Host

### JOB DESCRIPTION

**Faculty / School or Division:** Home Recruitment & Conversion, External Relations

**Faculty/School or Division Address:** 31 Great George Street, Bristol

<b>Job Family:</b>	Professional & Administrative Services		
<b>Length of contract</b>	1 year	<b>Salary:</b>	£12.23 p/h + 12.07% holiday uplift
<b>Hours of work:</b>	Flexible and ad-hoc	<b>Contract type:</b>	Student Contract (ad-hoc)

### 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 on campus and online 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

Event Hosts assist us in running our virtual and in-person events throughout the year. Both in person and virtual events form a key part of our student recruitment. Whilst working on virtual events, you will be assisting in running multiple ZOOM session and ensuring the events run smoothly. When working on in-person events, your role will involve leading a team of students to ensure visitors have a high-quality experience. You will assist in the set-up and running on in-person events.

We expect all our student workers to support University-wide recruitment events. 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. You will also be given opportunities to apply for specialist roles such as working on our Summer Schools and working as a Student Recruitment Ambassador at regional and national UCAS fairs.

## **What will you get out of the Scheme?**

- Full training to include: communication skills, facilitation skills, presentation 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 and team management, and working with young people.
- Rewarding and worthwhile work
- This work can count towards the Bristol PLUS Awards

## **What will you be doing?**

### **Virtual Events**

- Manage or host structured Zoom meetings for a variety of schools as part of our University of Bristol virtual Open Weeks and recruitment events.
- Work with the UG Recruitment Team to troubleshoot issues on events.
- Be responsible for the running of the virtual events you work on and keeping them to time.

### **Physical Events**

- Be responsible for your team of student stewards, including being responsible for your team's welfare – regular breaks, drinking water available etc.
- To be responsible for equipment and paperwork for your location, some of which is confidential.
- Play a key part in ensuring that visitors have an enjoyable and rewarding experience at the university by being approachable and helpful at all times.
- To be aware of the area you are responsible for and to assist with the management of busy areas, which may include liaison with a variety of University staff, whilst providing a high level of customer service.
- To ensure health and safety measures are adhered to by yourselves, visitors, staff and your team, including assisting with evacuation in the event of emergency.
- 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.
- To be confident in having problems/questions escalated to you and knowing when to refer problems or concerns to an appropriate member of staff.
- To direct visitors to appropriate venues and assist them in finding their way around the university campus, including checking booking letters for entry.
- To answer visitors' questions in a friendly and helpful manner.
- To refer visitors to academic departments for details of courses.
- To be able to work long shifts and maintain professionalism throughout.
- To remain a positive ambassador throughout a long and sometimes challenging day, and ensure your team remain positive.
- To be courteous and professional to university staff members and assist them with operational event queries.
- Any other duties as directed by the HRC staff at your location and the Events Team.

## 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.

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Previous experience</b>		<p>Experience of working in a customer service role</p> <p>Experience of leading teams</p> <p>Experience of representing the University at functions and events (e.g. as an International or WP Office Ambassador, tour guide, faculty rep, open day steward etc).</p>
<b>Specific Knowledge/Skills/Abilities</b>	<p>Be a current University of Bristol student (undergraduate or postgraduate).</p> <p>Excellent communication and interpersonal skills, including written and spoken English.</p> <p>Excellent organisational skills.</p> <p>Reliable and punctual.</p> <p>Able to work in, and leading, a team.</p> <p>Able to demonstrate initiative and problem solving skills.</p> <p>A strong customer service focus.</p>	
<b>Motivation/Attitude</b>	<p>Enthusiasm for learning and your subject.</p> <p>Sensitive and considerate of peoples' feelings and be able to empathise with another person's circumstances.</p> <p>Professional approach to work and awareness that you will be a representative of the University.</p>	

## 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 Widening Participation 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 on Sunday 14<sup>th</sup> November 2021.**