



## JOB DESCRIPTION

<b>Job Title:</b>	Student Ambassador
<b>Department / Unit:</b>	Marketing and Communications
<b>Job type</b>	Professional Services
<b>Grade:</b>	RHUL 2 (£12.35 p.h. (effective as of 01 August 2023) plus one additional hour holiday pay for every eight hours worked)
<b>Accountable to:</b>	Senior Student Ambassador Scheme Officer
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>Student Ambassadors represent Royal Holloway across a diverse array of outreach and recruitment activities. Working under the supervision and guidance of the Student Recruitment Events team, you will provide our target audiences with a student perspective on life and study at Royal Holloway.</p> <p>Student Ambassadors have an essential role to play in the delivery of our Open Days and Applicant Visit Days. Additional tasks are largely focussed on recruitment activities but are varied and can also include administrative tasks, delivering presentations, involvement in production of marketing content, and support of other teams across the College.</p>	
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. To work at all our central Open Days and Open Evenings for your level of study. For Undergraduate Student Ambassadors this will be all our Open Days/ Applicant Visit Days and for Postgraduate Student Ambassadors this will be our PG Open Evenings as well as the UG June Open Day.</li> <li>2. To assist with other events aimed at students interested in your level of study, as required. This involves registering and directing visitors, giving campus tours and profiling student life to enquirers.</li> <li>3. To assist with both incoming and outgoing school and college visits. These can involve giving campus tours, answering student questions, leading small groups through activity sessions, and occasionally delivering presentations.</li> <li>4. To occasionally present on Student Life (in departments for AVDs) to prospective students and applicants.</li> <li>5. To support residential summer schools based on the University campus, involving general event support, giving tours, and answering student questions, and assisting with workshop sessions.</li> </ol>	

6. Representing the University at external HE fairs and UCAS exhibitions, either assisting a member of staff or working alone. This involves talking to prospective students and answering their questions, along with handing out prospectuses.
7. To help with administrative work within the department, including sending out publications, setting up materials for large scale events, and occasionally dealing with enquiries from applicants and prospective students through our various online platforms.
8. To provide additional staffing and assistance at other major points in the academic year, including confirmation and clearing, Welcome Week and graduation.
9. Handling queries from prospective students on our online chat platform, Unibuddy, as well as assisting with other online events and webinars.
10. To potentially be involved in our departmental weekly stock check procedure.
11. To provide ad-hoc campus tours which we run throughout the week, if you are available.
12. To undertake all required training sessions, as required (training is paid).

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be invited to undertake other duties as appropriate and as requested by his/her/their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and External Relationships**

The following list is not exhaustive, but the post holder will be required to liaise with:

- Student Recruitment teams
- Marketing and Marketing Campaigns teams
- Widening Participation and Outreach teams
- Other Professional Services staff
- Academic staff