



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

Job Title: Student Ambassador

Department: Marketing and Communications

	Essential	Desirable	Tested by Application/Interview/ Task
Knowledge, Education, Qualifications and Training			
Currently studying at Royal Holloway University of London	X		Application
Skills and Abilities			
Ability to represent Royal Holloway as a positive and professional ambassador	X		Application, Task, Interview
Ability to respect and effectively communicate with prospective students and others from a variety of backgrounds	X		Task, Interview
An interest in, and positive approach, to Higher Education	X		Application, Interview
A good knowledge of the Royal Holloway campus, experience, and community, as well as local facilities	X		Application, Task, Interview
A pro-active and customer service focussed attitude	X		Application, Interview
Excellent verbal communication skills	X		Task, Interview
The ability to be both welcoming and friendly to visitors	X		Task, Interview
Strong time management skills	X		Task
Ability to work as a committed team member	X		Application, Task

Experience			
Experience of working in a customer-facing environment		X	Application, Interview
Experience of delivering presentations to groups	X		Task, Interview
Other requirements			
Ability to participate in core training session	X		Application, Interview
Willingness to attend additional training sessions to further future development	X		Interview
Take a pro-active approach to learning more about different aspects of Royal Holloway and HE generally	X		Interview
Availability to work at all Open Days and Applicant Visit Days and attend compulsory training sessions related to these events	X		Application
Willingness to work unsocial hours (evenings and weekends)	X		Application