

SECTION A: THE ROLE	
Job Title:	Student Ambassador / International Student Ambassador
Institute/Service:	Marketing and Recruitment, International Development Office, Student Services, Academic Registry or Hello Future
Job Grade:	National Living Wage
Job Family:	Services
Job Location:	London/Lancaster/Ambleside/Carlisle/Barrow
Responsible To:	Various
Role Purpose:	
Working with various Departments across this University e.g. Marketing and Student Recruitment, Academic Registry, Student Services, Hello Future or our International Development Office, as a Student Ambassador (or International Student Ambassador), you will have the opportunity to opt to support a diverse range of activities, ranging from content production, events or student support, administration, peer to peer activities, whilst building and growing your skillset alongside your studies.	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	With support from lead Departments, to prepare, set up and contribute to the delivery of on-site events including welcoming prospective students, current students and guests, working closely with staff and other ambassadors and supporting with workshops. Events may include: • Orientation Days • Open Days • Applicant Events and Visit Days • Campus Tours • Virtual Events • School and College Visits • Welcome Week activities • Residential activities • Interviews • International Welcome and In-Year Support activities
2.	To support in delivering offsite events promoting the University, our portfolio and with support, deliver engaging activities in diverse settings, including online, to a wide range of groups and individuals. Events may include: • UCAS, or School/College HE (Higher Education) & Careers Fairs • Mentoring Programmes • Life Skills Workshop • Student Life Presentation • STEM (Science, Technology, Engineering and Maths) Workshop • Back to School Presentation • International recruitment fairs (virtual and in country)

3.	To support in delivering on site campus tours for a variety of audiences including parents, school pupils, prospective applicants, offer holders and other influencers.
4.	Within a supervised environment, aligned to our student recruitment activity, provide support within both virtual events and other online platforms such as UniBuddy Chat and UniBuddy Live.
5.	Within a supervised environment, support in the delivery and enhancement of our Clearing Campaign and year-round Call Centre work. You will be expected to login to our Student Ambassador platform on a regular basis to check for work opportunities and sign up for shifts as and when you are able.
6.	Within a supervised environment, undertake ad hoc work for the Marketing and Recruitment Department across all our functions. This may include: • Outbound calling • Attending external events for feedback • Social media content creation • File migration • Developing new video content for TikTok and Instagram / media channels • Helping upload videos to YouTube channel • Writing blog content based around your course or student life • Working with other digital content creators to repurpose content across channels • Supporting in creating podcasts with academic staff • Researching topics of interest and set benchmarks for content performance

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary, with travel arrangements made for you using public transport where possible or arranging a hire car when travelling off site or to somewhere that is not your current base site.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change, and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Person Specification for Role Title: Student Ambassador	Essential/ Desirable	To be identified by:
Qualifications Ability to read, write and undertake basic calculations. Current student or Graduate of the University of Cumbria.	Essential Essential	Application Form Application Form
Experience Previous experience in a similar role. Previous experience of customer service. Previous experience of supporting in event/outreach delivery. Previous experience of marketing, including content generation.	Desirable Desirable Desirable Desirable	Application Form Application Form/ Interview Application Form/ Interview Application Form/ Interview
Knowledge, skills and abilities Ability to work on and prioritise similar tasks within a daily work allocation, defined timetable or routine in accordance with well-established procedures. Ability to apply knowledge, experience and general procedural awareness to deal with straightforward work issues and enquiries at events. Ability to communicate in a written and oral way as required to respond to straightforward requests for information, e.g., from colleagues, students or other customers. Excellent customer service skills. Professional approach to work and work colleagues and ability to work independently and show initiative. Ability to use basic Microsoft packages such as PowerPoint, Word and Excel. Ability to use appropriate equipment and carry out basic record keeping. Ability to produce content use a variety of Social Media platforms such as Facebook, Instagram, WhatsApp, TikTok. Knowledge of other languages (in addition to English)	Essential Essential Essential Essential Essential Essential Desirable Desirable Desirable	Application Form/Interview Application Form/Interview Interview Application Form/ Interview Interview Application Form/ Interview Application Form/ Interview Application Form/ Interview
Other Commitment to the strategic plan and values of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview

SECTION C: COMPETENCIES USED	
1. Communication	Frequently exchanges straightforward oral and written communication in a clear and accurate manner
2. Teamwork and Motivation	Participates in and contributes to the Team as a Team member
3. Liaison and Networking	Passes on information promptly, keeping people informed to ensure co-ordination of effort and that work is done effectively
4. Service Delivery	- Standards of service are set and adapted by head of area - Deals with internal or external contacts who ask for service or require information - Responds to requests promptly, referring the user to the right person if necessary - Typically deals with routine tasks with set standards and procedures
5. Decision Making	Makes collaborative decisions with line manager concerning own work
6. Planning and Organising Resources	- Completes tasks to a given plan with allocated resources - Workload and priorities determined by line manager
7. Initiative and Problem Solving	- Resolves standard day to day problems related to own workload as they arise by following guidelines or referring to what has been done before - Recognises when a problem should be referred to others
8. Analysis and Research	- Maybe required to monitor or check information or equipment, or quality of work - Information usually passed to manager for action
9. Sensory and Physical Demands	Usually required to perform tasks which require agility (non-specialist demonstration)
10. Work Environment	Works in a non-variable environment with no responsibility for others
11. Pastoral Care and Welfare	Shows sensitivity to those who may need help or are showing signs of obvious distress (general duty of care)
12. Team Development	Advises or guides new starters working in the same role or unit on standard information or procedures, as appropriate
13. Teaching and Learning Support	No requirement for teaching, learning or demonstrating to those outside the Team
14. Knowledge and Experience	- Normally training can be gained on the job - No specific qualification required although may be required to use standard IT packages