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>
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<tbody>
<tr>
<td>Contract Length</td>
<td>12 Months</td>
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<tr>
<td>Salary range:</td>
<td>£9.30 per hour plus holiday uplift</td>
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<td>Hours of work:</td>
<td>Variable</td>
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<td>Contract type:</td>
<td>Student Contract (ad-hoc)</td>
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The Role
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.

Typical duties might include:

Online Events

- To assist 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

- To assist in the smooth running of the on-campus events such as undergraduate open days or offer holder afternoons.
- To ensure all visitors have the best possible open day experience.
- To give a positive impression of the University and student life.
- To share your enthusiasm for your course, the University and the city of Bristol.
- To act as an ambassador for the University.
- 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 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 on your feet for long periods of time.
• 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 open day staff at your location, or the Events 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.

What will you get out of the Role?
• Full training to include: communication skills, facilitation skills, managing groups, presentation skills and answering difficult questions.
• Excellent rate of payment per hour.
• Work experience to enhance your CV i.e. communication skills, supporting people, time management, and working with young people.
• This work can count towards the Bristol PLUS Awards

What will you be doing?

Event Support
• Represent the University at recruitment events such as Offer Holder Afternoons and Open Days.
• Act as a tour guide giving young people an informative overview of the university campuses and telling them about student life.
• 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.
• Manning breakout rooms on online events.

Inspire and inform about HE
• Facilitate small group activities, discussions and team building exercises for young people in order to increase their knowledge of and enthusiasm for higher education.
• Participate in Q&A sessions.

Empathy and Awareness
• To be aware of the issues of educational inequality and your role in ensuring fair access to education.
• To provide non-judgemental support for learners.

Positive Approach
• To promote a positive image of the University at all times.
• To act as a positive role model at all times.
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.

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<th>Requirements</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Previous experience</td>
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<td>Experience of working with young people</td>
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<td>Experience of leading small groups</td>
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<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>
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<td>Excellent communication skills, including written and spoken English</td>
<td>Good knowledge of University of Bristol courses, facilities, and surrounding area</td>
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<td>Reliable and punctual</td>
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<td>Able to work in a team</td>
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<td>Able to demonstrate initiative and problem solving skills</td>
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<td>Motivation/Attitude</td>
<td>Enthusiasm for learning and your subject</td>
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<td>Sensitive and considerate of peoples’ feelings and be able to empathise with another person’s circumstances</td>
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<td>Professional approach to work and awareness that you will be a representative of the University</td>
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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.

FURTHER INFORMATION

For any questions regarding this role, please email hrc-student-workers@bristol.ac.uk