Senior Campus Tour Guide

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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<tr>
<td>Length of contract</td>
<td>1 year</td>
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<tr>
<td>Salary:</td>
<td>£11.99 p/h + 12.07% holiday uplift</td>
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<tr>
<td>Hours of work:</td>
<td>Flexible and ad-hoc</td>
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<tr>
<td>Contract type:</td>
<td>Student Contract (ad-hoc)</td>
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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 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

Senior Campus Tour Guides assist in the coordination and running of weekly tours of the university campus for visitors. These usually take place on Wednesday afternoons. Role holders will ensure that tours delivered are high quality, as well as having a strong customer service focus. It is the responsibility of Senior Guides to ensure that tours leave on time, to coordinate with Tour Guides if issues arise and act as an escalation point for Tour Guides. Exact shift patterns and times will be confirmed with successful candidates in line with their availability. Successful applicants will also be able to work as Campus Tour Guides. Please see the Campus Tour Guide job description for more information.

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 role?

- Full training to include: communication and presentation skills, customer service and handling difficult questions as well as logistical aspects of the job such as health and safety.
- Excellent rate of payment per hour.
- Work experience to enhance your CV i.e. communication skills, organisational skills, supporting people, time and team management, leadership and customer service.
- Rewarding and worthwhile work.
- This work can count towards the Bristol PLUS Awards.

What will you be doing?

- To act as an ambassador for the University.
- Coordinate the Tour Guides working during your shift to ensure the tours run smoothly and to time.
- To make decisions and problem solve when necessary.
- Act as an escalation point for Tour Guides and escalate situations to HRC staff where appropriate.
- To be prepared to lead a tour at short notice if a Tour Guide is unable to attend a shift.
- To share your enthusiasm for your course, the University and city of Bristol with every group of visitors.
- To lead groups of students and their guests on a pre-determined tour route.
- To present to the tour groups in a confident and professional manner throughout the tour.
- To answer visitors’ questions in a friendly and helpful manner.
- To signpost to further sources of information where appropriate.
- To research and keep up to date with university news and developments in order to share this with visitors on the tours.
- To ensure health and safety measures are adhered to by yourselves and visitors, for example keeping groups together when crossing roads.
- To ensure safeguarding and Competition Marketing Authority (CMA) guidelines are followed.
- To ensure all tour equipment is stored securely and in an organised manner between shifts.
- Provide feedback on tours and questions to Undergraduate Recruitment team.
- Any other duties as directed by the Undergraduate Recruitment 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.

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<th>Requirements</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Previous experience</td>
<td>Experience managing a team in a leadership role.</td>
<td>Experience of working in a customer service role.</td>
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<td>Experience representing the University at functions or events.</td>
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<td>Experience delivering campus tours.</td>
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<td>Specific Knowledge/Skills/Abilities</td>
<td>Excellent communication and interpersonal skills.</td>
<td>Leadership of teams/groups of people.</td>
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<td>Confident working both independently and with others.</td>
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<td>The ability to approach difficult situations with tact and diplomacy.</td>
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<td>Ability to use initiative and problem-solving skills.</td>
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<td>Excellent spoken English.</td>
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<td>Ability to empathise with different situations and people regardless of background.</td>
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<td>Motivation/Attitude</td>
<td>Enthusiasm for learning, the University and your subject.</td>
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<td>Sensitive and considerate of peoples' feelings and be able to empathise with circumstances.</td>
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<td>Professional approach to work, including being reliable and taking initiative, and awareness that you will be a representative of the University.</td>
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**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 which be structured as a Multiple Mini Interview (MMI). Candidates will be asked to complete a series of tasks designed to test their suitability for the role. Selection events will be scheduled between 12th July 2021 – 23rd July 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

The deadline for applications is 23:59 on Sunday 27th June 2021.