**Student Ambassador Scheme**Job Description and Person Specification

**Employer: Birmingham City University, Student Recruitment Team**

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| **Job Title:** | Corporate Student Ambassador |
| **Location:** | All University Campuses |
| **Salary:** | £7.83 per hour |
| **Contract Type:** | Casual |

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| **The Student Ambassador role** |  |

The role can continue for the full length of your study at Birmingham City University.

BCU organises and delivers a wide range of recruitment based events, to encourage and promote our University to a future cohort of prospective students. The rewarding and varied role of a Student Ambassador involves working closely with our staff on campus based events, such as Open Days and Applicant Taster Days.

Student Ambassadors are widely regarded as the face of the University. They are often the first people that visitors come into contact with at our events and as such, are key to the delivery of an excellent first impression and positive representation of BCU.

**Main responsibilities**

Typical roles while working on these events may include:

* Registering or checking in visitors
* Meeting and greeting visitors
* Directing visitors from train stations/car parks to the campuses
* Accommodation tours
* Campus tours
* Coach tours.

**Person specification**

Essential:

* A positive approach to university and higher education
* A willingness to share information about your journey into higher education
* An understanding of what defines good customer service
* Strong communication skills
* Problem solving ability
* Flexible
* Well-organised
* Able to work independently and take initiative when required

Desirable:

* Able to raise others’ aspirations
* Customer service experience
* Experience of working as part of a team
* The ability to adapt communication skills to different groups of people

**Commitment required**

This is a casual contract role, so once you have joined the scheme you can work according to your own availability and around your university studies. We will inform you of the available shift dates as early as possible, and will expect you to keep your diary clear for these once you have confirmed your availability to work.

**Note:** Students may apply for the Ambassador Scheme alongside any other job roles within the University, providing that the total number of hours worked during term time does not exceed 20 hours per week.

**Interviews and training**

Should your application form be successful, you will be invited along for a group training session along with other successful applicants. This day training session will form the second part of your assessment, and is compulsory before you are able to undertake any shifts as a Student Ambassador.

A handbook will also be provided at the training, and an extensive written and verbal brief will be provided by a member of staff at each event worked. With this, Ambassadors will be required to wear an orange hoodie/polo shirt which will be provided.

**Payment details**

The University employs all students through the employment agency Manpower.

Each student will be emailed to complete an online timesheet after each event. Once you have registered with Manpower, you will be able to apply to any job which is advertised through Manpower.

Before signing up to the Student Ambassador Scheme, you will need to provide evidence which proves your eligibility to work in the UK**.**This is a legal requirement under UK law, and you will not be permitted to register unless you have provided the following documents:

      **UK Nationals:**Valid passport OR Full A4 Birth Certificate
Proof of National Insurance Number (National Insurance Card, P60, P45 or letter from HMRC).

    **EU/International Students**Valid passport AND Visa (or Biometric Residence Permit)
Proof of National Insurance Number (National Insurance Card, P60, P45 or letter from HMRC).

**NOTE:** We cannot accept Driving Licence for UKVI checks and all documents must be originals (no scans/photocopies).

[**Apply now**](https://docs.google.com/forms/d/e/1FAIpQLSeAKAloj4yE_frPXHQUs2QXSSi7z6GiALLACW9zk6KmbeNqqA/viewform?usp=sf_link)