

Job Title: Leicester Student Ambassador
Salary: National Minimum Wage
Department: Student Recruitment/ Widening Participation
Contract: Casual/Flexible

Role Purpose:

To represent and promote the University of Leicester and higher education in general to prospective students, parents and teachers at both on and off campus events including:

- Open Days
- Visit Days
- He Fairs
- Pre 16 University Experience Days (UE)
- Y6 Bright Sparks Programme

This is a casual position and as such you will have no set working hours however you need to commit to at least 2 shifts per term to remain an ambassador. Work opportunities are offered to our pool of ambassadors through our fortnightly work opportunity email and we try to ensure that all ambassadors have an opportunity to engage in a variety of shifts during the year

Training

Free **compulsory** training is provided, together with ongoing development support. Your work at events will be supported by members of staff from the Student Recruitment (SR) and Widening Participation teams (WP). Working as an ambassador will provide you with plenty of opportunities to develop your skills and will provide you with evidence of transferable skills for your CV. This is an ideal role for any students who love being at the University of Leicester and are passionate about their course and the University.

Principal Responsibilities	
Creating a welcoming and inclusive environment for all visitors to the University Taking students/visitors on campus and accommodation tours Assisting University members of staff in the running of events including Open Days, Visit days and UE Days, this includes setting up and clearing away after the event Talking to students about your experiences of the University of Leicester, its facilities and your course Engaging with students at WP events, facilitating workshops and ensuring all students are engaging with activities Supporting the SR and WP teams, in raising aspirations. Acting as a role model and encouraging students to aim higher, helping them to overcome their perceived barriers to HE	
Personal qualities and attributes	
<p>Essential</p> <p>A positive attitude towards University, In particular the University of Leicester, our facilities and courses*</p>	

Friendly and approachable

Education qualifications, Knowledge and Experience

Essential

Currently studying for an undergraduate degree at the University of Leicester *

Currently not in final year of study on the above course*

Desirable

Experience in a customer facing role

Experience of working with young people

Skills, Abilities and Competencies

Essential

Excellent Customer service skills (experience of or an understanding of what excellent customer service is)*

Ability to communicate with people of all ages and backgrounds*

Ability to work effectively in a team*

Organised and able to multi task

Excellent time management skills (reliable and punctual)

Ability to engage with young people*

Ability to work on own and use own initiative where appropriate

Desirable

Good presentation skills

Form of Assessment

* indicates that this is the criteria which will be used when shortlisting applicants for invitation to the assessment centre and therefore evidence of this MUST be included in your personal statement.

You will also be assessed on all of the above essential criteria if you make it through to our assessment centre and training

Deadline for applications is Midday Friday 22nd February. The online application form should be completed and submitted in plenty of time to meet the deadline. Please note that this application form cannot be partially completed, saved and returned to at a later date. All sections must be completed and submitted in one process.

Students whose online application is successful will be invited to attend a compulsory assessment centre on either 13th or 14th March. The exact dates/times will be shown on the application form. Please indicate your availability on the application form. If successful you must attend 3 compulsory training sessions, this is for general, campus tour and accommodation tour training. You must attend all 3 training sessions before qualifying as a Leicester Ambassador.