

**Post title:** Student Ambassador  
**Responsible to:** Student Life Co-ordinator  
**Status:** Casual/Flexible

**Purpose of the job:** Work alongside the Student Life and Marketing Team to promote the campus to prospective students in a professional and fair manner.

### REASEHEATH COLLEGE MISSION

**“To inspire achievement by delivering outstanding education and skills”**

### REASEHEATH COLLEGE VALUES

Every member of staff at the College has a responsibility for and commitment to the implementation of the College Vision so that the learner experience is a valuable and memorable one.

As an important part of our team you are also required to ensure that your behaviour towards both staff and learners demonstrates P R I D E in everything you do through actively supporting our Values:

**P** eople      **R** esponsibility      **I** ntegrity      **D** iversity      **E** xcellence

### Key Tasks and Responsibilities of your Job Role

- School Visits – Provide support at school visits offered to pupils from years 6 to year 13. Sharing experiences with groups and explaining the student life at the college.
- Campus Tours – Provide tours of the college at recruitment events tailoring these to the audience to ensure the appropriate and relevant information is supplied. Residential Ambassadors will be required to take prospective students and visitors on tours around the Halls of Residence, providing information on the facilities.
- Course Open Events/Offer Holder Days/Taster Days/College Events – You will play a key role in a variety of events throughout the year, where we welcome between 200 to 12,000 visitors to campus on any one day. You will provide support across campus; welcoming visitors, providing directions, answering visitors' questions and acting as the 'face' of the College. You will also support staff in their on-campus activities in a wide range of roles.
- Accommodation Tours – Responsible for tours of our on site accommodation and selling the residential experience.

- Communications – To assist the Marketing and Communications Team with sharing your 'Reaseheath Experience'. You will do this via a variety of different methods; social media promotional 'takeovers', documenting trips and practical sessions, featuring as a student profile for a variety of literature, writing blogs to go on the websites and featuring in a variety of videos and vlogs.
- Undergo half termly reviews of progress in role and set personal targets with the Student Life Co-ordinator.
- Take part in training and on going training throughout the year. Remain proactive in asking for additional information and training if unsure.
- To take instruction and deliver basic tasks on behalf of the member of staff.
- Undergo Safeguarding and H&S training in order to perform tasks set.
- Update staff member with progress and any skills gaps.
- Clear communication with member of staff to monitor and review progress.
- Works with staff member to ensure customer service expectations are mentored and monitored.

#### **PLEASE NOTE**

The job description is not intended to be exhaustive and is only indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Your duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the post.

Please note this role constitutes 'regulated activity' as defined by the Protection of Freedom Act 2012. The successful candidate will therefore be required to undertake an enhanced DBS with barred list information prior to starting employment.

## Person Specification

### Post Title: Student Ambassador

#### Knowledge & Skills

- Must be a current student at Reaseheath College or University Centre Reaseheath
  - Must be up to date with course work (this is at the Course Manager's discretion).
  - Must have a professional manner.
- Must have a positive attitude towards Reaseheath, including our courses, facilities and services.
  - Significant knowledge of the College, including the application process for courses (including UCAS for Higher Education students), curriculum areas, courses offered (including those outside of your own subject area) accommodation, transport routes and student life.
- Excellent interpersonal and communication skills when talking to prospective students, visitors and parents.
  - A social and cultural awareness is crucial.
  - Ability to work with people from all ages and backgrounds.
  - Some experience of working in a customer service environment is desirable.
- Resilience, problem-solving persistence and innovation are essential.
  - Good organisation skills with the ability to multi-task and excellent time management skills are essential.
  - Must be able to work proactively as part of a team, co-ordinating work with other Ambassadors and staff.
- Must have a flexible approach as the majority of work will be in the evenings and weekends, and does include some long hours.
  - A clean driving license with business insurance is desirable as some of the events are based off site.
  - Must be available for the compulsory training sessions. Must be able to keep your knowledge of Reaseheath College activities, and developments up to date to ensure information provide is accurate and current. Must be committed to working at least 35 hours over the academic year.