

Job Description



Faculty/Department	Student Recruitment & Widening Access
Section	Communications, Marketing, Recruitment and Admissions
Job Title	Student Ambassador
Vacancy No	
Reports To	Student Recruitment Manager

Principal Accountabilities

The Student Recruitment & Widening Access Team is located within the Partnerships, Recruitment & Admissions Department and is concerned with the organisation and management of all corporate re-cruitment, widening access activities and admissions processes for Wrexham Glyndwr University.

To engage with potential and prospective students, providing information and advice from a student-centred viewpoint helping to break down barriers and increase awareness of Higher Education in general and Wrexham Glyndwr University in particular.

Key Tasks

- A1. To provide informative campus tours to prospective students, their parents, careers advisors, the general public and any other visitors to Wrexham Glyndwr University as required.
- A2. To represent Wrexham Glyndwr University at open days, information evenings, HE and careers fairs, visits to schools, colleges and community groups, and other events in a wide variety of locations.
- A3. To support staff leading taster days, pre-fresher events, team building/induction days etc by participating in group activities with students, doing campus tours and any other duties as required.
- A4. To make presentations about student life.
- A5. To organise all essential items of equipment required for events and be responsible for returning and storing all items in an orderly manner.
- A6. To support the Partnerships Coordinator and other Wrexham Glyndwr staff in carrying out visits to Wrexham Glyndwr University by organised groups, e.g.

schools and colleges.

- A7. To attend training sessions and briefing meetings before events as required.
- A8. In relation to work with Admissions & Enquiries Management (AEM):
- To provide initial information to student and graduate enquirers as required about resources and events.
 - To refer enquirers to appropriate internal and external sources of further support
 - To make a record of all enquiries and responses, and carry out any administrative tasks as required
 - To assist in the planning, organisation and execution of events as and when required to assist in maintaining the security of the AEM office and equipment.
- A9. In relation to work with Marketing and Digital teams:
- To take part in university photo shoots to portray the university in a positive and active light.
 - To take part in video interviews about student life or subject related videos to portray student experience to potential students.
- A10. Undertake other duties as may reasonably be required.

Special Features

The ability to communicate courteously and effectively is essential. The post holder will need to be confident, have a positive personality and an enthusiasm for Wrexham Glyndŵr University, and should be able to both show initiative and work as a team member. Flexibility is essential as evening and weekend work will be necessary on occasions.

Possession of a full UK driving licence is extremely desirable.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification



Job Title: Student Ambassador

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria				
Attributes	Item	Relevant Criteria	Identification Method	Rank
1 Skills & Abilities	1.1	Excellent Communication skills	A I	E
	1.2	Ability to work in a team	A I	E
	1.3	Ability to use own initiative	A I	E
	1.4	Ability to prioritise work	A I	E
	1.5	Good time management skills	A I	E
	1.6	Ability to work under pressure	A I	E
	1.7	Basic administrative skills	A I	E
	1.8	Ability to handle confidential matters with discretion and sensitivity.	A I	D
2 General & Specialist Knowledge	2.1	Knowledge of Wrexham Glyndwr University facilities and courses offered	I	D
	2.2	Confident and competent	I	E
	2.3	Patient and understanding of other people's attitudes and behaviors.	I	E
	2.4	Willingness to work alongside and collaborate with a wide range of people and committed to the Institutes Equal Opportunities Policy	I	E
	2.5	Reliable	I	E
	2.6	Good standard of spoken English	I	E
	2.8	Flexibility in approach to work, particularly at busy working times	I	D

3	Education & Training	3.1	Wrexham Glyndŵr University student currently enrolled on a programme of study.	A	E
		3.2	Full, Clean UK driving licence	A	D
4	Relevant Experience	4.1	Experience of working with a wide range of people in different situations	A I	E
5	Special Requirements	5.1	The ability to communicate through the medium of Welsh	A I	D
		5.2	Flexible approach to work particularly at busy working times . Imperative that post holder works for WGU at least once every 6 months in order for contract to be valid, failure to do this will result in termination of contract	A I	E
Date of Revision					

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable