

JOB DESCRIPTION

Job Title:	Clearing, Welcome and Campus Ambassador	Grade:	SP2
Department:	UK Student Recruitment	Date of Job Evaluation:	1/05/2024
Role reports to:	Clearing Supervisor/Student Centre Manager	SOC Code	
Direct Reports	Student Recruitment Lead		
Other Key Contact:	Student Recruitment Operations Manager, Deputy Head of Student Recruitment, Deputy Head of Admission, Admissions Operations Manager, Head of Recruitment and Admissions, Events Manager; Events Officer; Associate Director of UK Student Recruitment, Student Centre Manager, Student Engagement Officer, Student Academic Services		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

KEY ACCOUNTABILITIES:

The Clearing, Welcome and Campus Ambassador role offers the opportunity to work in our Student Recruitment and Student Services setting for the University of Greenwich. Those employed will assist the Recruitment Team staff predominantly in their summer recruitment activities which includes completing application forms for university admission. Core activities undertaken by ambassadors will include providing support and guidance to university enquirers, applicants, academics, and new students who are using the UCAS Clearing or International application process to enter Higher Education. To ensure the success of our Clearing operation, several communication channels are used. Our appointed ambassadors are likely to be telephone operators with opportunities to explore our other channels such as LiveChat, emails and participating at digital or face to face events.

As well as Clearing, you also can take part in other aspects of the student journey such as enrolment and registration. This is a unique role which will enable you to gain skills and opportunities to work with key teams who deliver this service on an annual basis.

There will be a series of short skills tests during the interview process.

Please note you should only make one application for the Clearing, Welcome and Campus Ambassador job.

Team Specific:

The post holder will be working with multiple data channels to complete the work for this period. You will be required to complete the IT Safety Awareness course and Data Protection course as part of your training.

Our Clearing Operators are placed in an external customer facing role and you will be expected to communicate professionally with a wide range of audiences who are both internal and external to the university. You will be liaising daily with prospective students, parents, teachers, university academic staff and senior managers. Successful candidates will be representing the University of Greenwich and should be aware that they are required to always act professionally (regardless of their designated role).

The UK Student Recruitment Team embraces diversity and equal opportunity. We seek to recruit, develop, and empower everyone in our team.

Generic:

You will have strong telephone etiquette to drive applications and support enrolment for students.

Managing Self:

The post holder will be strong at multi-tasking as they will handle up to 3 simultaneous enquirers to process applications and provide general support on enrolment for students.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that UK Student Recruitment delivers the required level of service.

Work will be assigned dependent on the volume of enquiries coming through to our channels. Successful candidates will be provided an availability sheet for the months of July, August, and September. Please mark days that you are available so shifts can be allocated. When assigned work, this will be an 8-hour shift with an hour for lunch e.g. 9am – 5pm including an hour for lunch.

The 2024 Clearing operation will predominantly be based on Greenwich Campus, Dreadnought and Queen Mary Buildings.

The key dates for this role are 15 August (A Level Results Day), 16 August and 22 August (GCSE Results Day). Hours may vary during these weeks i.e., 8am start/late finish. You must be available to work on these two dates.

Please note, your performance and commitment to the team will be monitored. There will be opportunities to be involved with other projects or be appointed into our term time team after the clearing period.

KEY PERFORMANCE INDICATORS:

To produce high quality work delivered to agreed timescales.

KEY RELATIONSHIPS (Internal & External):

Staff in the directorate of Marketing and External Relations, Staff in Student Academic Services, and prospective students. Recruitment team staff, academic staff, and prospective students

PERSON SPECIFICATION

Essential

Experience:

- Knowledge of the UK education system.
- Higher education experience.

Skills:

- IT literate.
- A team-worker able to cooperate, showing flexibility where necessary.
- Good communication skills, oral and written.
- Customer service.
- Excellent organisation skills
- Data entry.
- Punctual and reliable.

Desirable

Experience:

- Experience in a customer-facing role.
- Experience of answering emails/LiveChat/telephones.
- Previous Clearing experience
- Experience in being a Senior Student Ambassador.

Skills:

- Microsoft Excel
- Able to make and maintain good relationships with colleagues and others.
- Prepared to work flexibly in a task-oriented manner.
- CRM experience (Microsoft dynamics).
- Working for other UKSR projects such as HE Fairs/Open Days/Offer Holder Events.

Qualifications:

- Currently studying at the University of Greenwich.

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

Qualifications:

- N/A

Personal attributes:

- N/A