

Competency Framework

The Competency Framework describes the behaviours that are considered critical to success in becoming a great Student Ambassador. The application form, assessed training, and Student Ambassador opportunities will incorporate these key behaviours.

CORE AMBASSADOR SKILLS

Customer Focus

Positively representing the university to stakeholders by sharing experiences in an accurate and clear manner. Developing professional rapport and being inclusive and fully engaged with stakeholders at all times. Continuing to show curiosity about the University of Greenwich and developing business awareness / knowledge.

Team Working and Developing Self/Others

Builds and maintains positive relationships within and across teams. Contributes to an environment in which self and others are motivated to learn and develop. Acts as a role model to others and supports individuals to achieve their full potential. Takes personal responsibility for their development, asks directly for feedback, and enthusiastically applies any advice, continually making improvements.

Personal Integrity

Matches words with actions to build trust and respect. Commits to team decisions, is thoroughly prepared and accurately manages own time.

Analysis and Decision Making

Analyses problems thoroughly and makes good and efficient decisions. Takes personal initiative in reviewing progress and generating new ideas for the improvement of The Student Ambassador Scheme.