

JOB DESCRIPTION

Job Title:	Student Ambassador	Grade:	SP2
Department:	Student and Academic Services	Date of Job Evaluation:	
Role reports to:	Student Ambassador Manager		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Shift Supervisor		
<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>			

PURPOSE OF ROLE:

To provide general administrative assistance, to assist with coordination of events as and when required by the business.

To provide good quality customer service to internal and external clients.

KEY ACCOUNTABILITIES:

Team Specific:

- Communicating with students both orally and verbally.
- To provide a good level of customer service.
- To be punctual and ensure all facilities are used responsibly.

Generic:

- Maintaining good relationships with staff, students and visitors.
- Maintaining safe working practices with due regard for self and others.

Managing Self:

- To work in a flexible manner, ensuring event outcomes are met.
- Ability to work in and contribute to the team.
- Ability to work on own initiative without constant supervision.
- Ability to work accurately under pressure.
- To contribute to the motivation of the team.
- Actively seek ways and methods to improve and enhance the customer experience.
- Be willing to maintain continuous professional development (CPD).

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.

Additional Requirements:

- Any other duties appropriate to the post and grade.
- Adaptable and willing to work at any University Campus or Partner Institution.
- Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line 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 [Name of service area] delivers the required level of service.

KEY PERFORMANCE INDICATORS:

Delivery of work to the required standard as set out by the supervisor.
Level of customer satisfaction, measured by customer feedback, compliments and complaints.

KEY RELATIONSHIPS (Internal & External):

- Students.
- Staff members.
- External clients.

PERSON SPECIFICATION

Essential

Experience

- Excellent verbal and written communication.
- Able to follow instructions.
- Good interpersonal skills.
- Able to work both independently and as part of a team, with the ability to cooperate, negotiate and be flexible.
- Able to operate independently and show initiative, without constant supervision.
- Computer Literate.
- A good understanding of 'customer care' concepts.
- Discretion when dealing with confidential and sensitive materials.

Desirable

Experience

- Office Administration work experience
- Experience in a customer service role.

Qualifications

- Students who are able to make a substantial contribution to the Student Ambassador Scheme over a sustained period of time.

- Ability to absorb and summarise information.

Qualifications

- NQF Level 3 (Inc. A 'Levels, BTEC or equivalent).
- Currently enrolled on a University of Greenwich programme.

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity.