

JOB DESCRIPTION: WELCOME AMBASSADOR (2017)

Welcome Ambassadors play a key role during Welcome and Programme Induction periods in supporting students new to the University, helping them to settle into and engage with University life. If you are a current student (or recent graduate) who is interested in meeting new people and would like to gain valuable experience in developing your social skills as a Welcome Ambassador, please read on.

Job title: Welcome Ambassador

Pay: £9.75p/h and *£11.06p/h (+12.50% holiday pay)

*The higher rate is for selected 'Lead Ambassadors' who will act as team leaders. This will be offered to applicants with appropriate experience and who demonstrate appropriate leadership qualities during the selection and training process.

Campus: Hendon

Period of work: Monday 11th September - Friday 6th October 2017
There may be the opportunity for work either side of these dates, depending on your availability and operational requirements

Hours: Flexible and varied
Successful applicants who hold a Tier 4 student visa will be offered a fixed-hours contract with maximum 16 hours per week

Selection/Interview Friday 28th July 2017

Training: 1-2 days (paid) during weeks commencing 28th August and 4th September 2017 (exact days to be confirmed)

Reporting to: In the first instance, all ambassadors will report to the Student Welcome & Induction Manager

Please note that most duties will take place on the Hendon Campus and the at University's Halls of Residences. You may also be required to attend other University sites (e.g. Allianz Park) and assist off-campus events (e.g. Heathrow Airport)

Overall Purpose:

To play a key role in supporting the main objectives of the Welcome Programme Induction by:

- Welcoming, meeting, and greeting new students as they arrive – at the airport, in halls of residence and on campus
- Conducting campus tours
- Resolving queries from new students, and direct them as appropriate
- Being available at designated Welcome Help Points to answer general queries
- Guiding students through the administrative processes they need to fully enrol with the University

- Assisting with social events and workshops
- Supporting students with specific needs to access and engage with their welcome programme
- Leading groups of students around campus activities
- Carrying out all other duties as requested by staff members

Person specification: Essential

- You must be a current student or a recent graduate
- You must be friendly, eager to help new students, and flexible in your attitude
- You must be reliable, highly motivated, and with a positive attitude
- You must have excellent communication and interpersonal skills
- You must be a good team player
- You must be professional
- You must be knowledgeable of and proud to represent the University

Please note that as part of the selection process, your University records will be checked and any warning points may affect your selection.

Application Process

Please send your CV online using Unitemps by 5pm on Friday 23rd June 2017.

For further information, or to have an informal discussion about this role, please contact Jasbinder Birk, Student Welcome & Induction Manager on WPI@mdx.ac.uk. Please note applications sent directly to this address will not be considered.