



University of Brighton

ROLE DESCRIPTOR

Role title:	SRO Student Ambassador (Grade 3)
Department:	Marketing and Communications
Location:	Variable dependent upon role undertaken

Purpose of the role

Student Recruitment and Outreach (SRO) Ambassadors share their experience of student life at Brighton and support young people who are considering and applying to university.

SRO ambassadors work across face to face and online channels and support a programme of outreach and recruitment activity delivered in schools and colleges and at each of our campuses. They support a variety of activities, such as campus visits, HE fairs, open days, summer schools, subject tasters and online mentoring, aimed at encouraging prospective students to consider higher education and the University of Brighton.

This is a casual, flexible post, the actual work required will vary and will be undertaken on an ad-hoc basis, and the hours and roles available will differ depending on departmental needs.

Indicative areas of work:

- Represent the University of Brighton in a professional manner and act as a positive role model for higher education.
- Encourage progression to appropriate courses at university level, raising awareness of the advantages offered by gaining a degree and promoting the University of Brighton.
- Respond to pre-applicant enquiries about the university's courses and facilities face to face and via telephone, online chat or e-mail, directing more difficult queries to senior staff members where appropriate.
- Inform potential applicants, through various channels (e.g. face to face, online, written, telephone) about aspects relating to student life such as typical student budgets, student life or your course.
- Deliver personalised supporting talks and presentations online, at local schools/colleges, on campus or at HE fairs, about aspects relating to student life.
- Lead and motivate groups of young people through online and face-to-face interactive sessions, supporting equality of participation and appropriate behaviour.

- Assist with basic administrative duties, such as data-input, mailing, or other tasks in support of our events and clearing (results day) operations.
- Support the delivery of small and large-scale events such as open days; assisting with roles such as giving tours, welcoming visitors or setting up equipment and signage.

General responsibilities

These are standard to all University of Brighton role descriptions.

- To adhere to the University’s Equality and Diversity Policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
- To work in accordance with the Data Protection Act.

PERSON SPECIFICATION

The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form (A), at interview (I) and in some instances through an exercise (E).

<u>Essential criteria</u>		
Knowledge/skills	<ul style="list-style-type: none"> • Excellent customer service and interpersonal skills. • Good written communication skills, including the ability to use email and web-based chat systems, with a good standard of written English. • Good verbal communication skills, including presentation skills • An ability to relate and build professional relationships successfully with varied audiences including primary, secondary school, sixth form and further education students. • Ability to work as part of a team as well as independently, and a helpful flexible approach to work. • Clear understanding of the UK higher education system and the range of support provided by the University of Brighton. • An understanding of the barriers that prospective students face when considering higher education. 	A, I, E (all criteria)
Qualifications	<ul style="list-style-type: none"> • Current University of Brighton student 	A
Technical/work-based skills	<ul style="list-style-type: none"> • Good IT skills, competent user of Windows packages, able to use web-based forms, email and live web-based chat systems. 	A

<u>Desirable criteria</u>		
Knowledge/skills	<ul style="list-style-type: none"> • Excellent written communication skills, ability to write articles for varied audiences. • Excellent verbal communication skills, ability to deliver presentations to varied audiences (both face to face and online via video conferencing) • Experienced user of social media platforms. 	A, I, E (all criteria)
Physical	<ul style="list-style-type: none"> • This role may involve lifting, carrying and setting up exhibition and presentation equipment, according to health and safety guidelines, for some events. However, this is not a requirement of all staff. 	A
Travel	<ul style="list-style-type: none"> • This role may involve occasional independent travel to other university sites or other external venues e.g. schools and colleges. However, this is not a requirement of all staff. 	A
<u>Other requirements</u>		
Disclosure and Barring Service Checks	<ul style="list-style-type: none"> • This role may require a criminal records check (DBS) for some events such as residential summer schools. This will be clearly communicated in advance. 	A

ADDITIONAL INFORMATION

- This is a casual post, the hours and roles available will differ depending on departmental needs. Each engagement will be on a casual, hourly paid basis; you do not have to accept any work so offered and there is no obligation on the part of the university to provide such work.
- Ambassadors are required to indicate interest in advertised jobs on an online system and will be selected based on the requirements of the activity. Therefore, if more comfortable with face to face or online channels for example, ambassadors can indicate interest in those shifts only.
- The hourly rate for this post is £11.99 plus holiday uplift of 12.07% (equivalent to grade 3).