

Student Ambassador

Job Description

JOB DESCRIPTION

Job title:	Student Ambassador
Department:	External Relations
Salary:	£10.18ph (18-20 yrs) £12.21 ph (21yrs+) plus 12.07%ph holiday pay
Job details:	Flexible hours as required
Responsible to:	Head of Student Recruitment and members of the Recruitment and Outreach Team

Main purpose

Student Ambassadors will help promote the University and the opportunities available within higher education to potential students, including those who might not naturally consider applying to higher education.

Key Responsibilities

Event Support

- Represent the University at recruitment and outreach events on or off campus, such as open days, experience days, careers events & summer shows.
- Support the set-up of recruitment and outreach events such as preparing and dismantling exhibition areas, placing event signage out and collating visitor bags.
- Act as a tour guide at recruitment and outreach events, giving visitors an informative overview of the university campuses and telling them about student life.
- Assist and participate in the delivery of activities, group work and taster sessions at recruitment and outreach events.
- Play a key part in ensuring that visitors have an enjoyable and rewarding experience at the University or off campus event by being approachable and helpful at all times.

Marketing Support

- Help to create and deliver presentations.
- Generate ideas for marketing campaigns and social media engagement.

- Writing and editing student blogs and social media posts.
- Represent University on online portals, such as Student Room and UniBuddy.

Administrative Support

- Provide advice and guidance on courses by telephone and in person throughout the recruitment cycle.
- Assist with clerical duties, such as mailings and data-entry, to support the activities of Student Recruitment and Outreach.

Team Work

- Actively participate as a member of the Student Ambassador team, contributing to a professional approach at events.
- Work flexibly as a member of the Student Ambassador team to ensure the smooth running of recruitment and outreach events.

Positive Approach

- Promote a positive image of the University at all times.
- Provide excellent customer service at events and use your knowledge and expertise of the University to assist visitors.
- Act as the first point of contact with visitors to the University and answering queries in a friendly and courteous manner.

Training

- Complete paid mandatory training as and when required

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access

remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.

- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Attributes	Criteria	Essential Or Desirable	Measured By
Skills and Abilities	Excellent verbal communication skills and the ability to engage with staff and visitors.	E	A/B/C
	Ability to undertake any role with a positive and professional manner.	E	A/B/C
	Evidence of a responsible attitude and the ability to show initiative.	E	A/C
	Able to contribute and work effectively in a team or independently.	E	A/B
	A commitment to customer care and a professional approach to any task given.	E	A/C
	An understanding of the role of Student Ambassadors to provide accurate help and assistance to visitors.	E	A/B

	A positive attitude to university life.	E	A/B/C
Knowledge	An understanding of the UK education system.	D	A/B/C
	Knowledge of RAU courses.	D	A/B/C
Education and Training	Current RAU undergraduate or postgraduate student	E	A
	A willingness to participate in the Student Ambassador training programme.	E	A/B
Experience	Evidence of good time keeping and attendance record.	E	A
	Experience in a customer-facing role.	D	A/B
Special Requirements	Proof of the right to work in the UK.	E	A
	Be available to attend mandatory training session(s).	E	A

Measured by

A	Application Form
B	Personal statement
C	Interview

Application Procedure

- If you are interested in applying for this role, please email outreach@rau.ac.uk for the application form and send completed application and equal opportunities forms to outreach@rau.ac.uk.
- **Applications close:** Wednesday 15th October 2025, 5pm
- **Interviews:** Monday 20th October – Friday 24th October 2025
- **Training date:** Monday 27th October 2025, 5pm-8pm, in person on campus

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level