JOB ROLE

Job Title	**Union Ambassadors**
Salary Range	**£13.45 per hour**
Hours of work	**10 Hours Per Week (term time only)**
Reporting to	**Marketing Team**
Purpose of the Post	Increasing visibility and awareness of the Union by providing a peer led, in person outreach service across campus. Union Ambassadors will be promoting the Union and how it supports students during their time at University

ROLE SPECIFIC DUTIES

- **Provide Face to Face Brand Engagement -** Be a confident, self motivated and enthusiastic ambassador of the Union, upholding our values and advancing Union messages and promotions to fellow students. This includes actively promoting the Union around campus and distributing leaflets and promotional material, as required.
- **Provide excellent customer service -** Be supportive, empathetic and keen to take an active interest in students' lives and ensure they leave any interactions feeling positive and informed.
- **Provide expert insight & organisational awareness** - Be knowledgeable and passionate in promoting the Union's services, activities and events. Provide clear information about the Union's free membership package. Be able to signpost effectively to ensure that any student's experience of the Union is personalised and relatable.
- **Represent & Support the Union at key events** - to help the Union maximise its engagement, be present at core events (including but not limited to Freshers' Fayre, Refreshers' Fayre, Induction Talks, Elections as required)

GENERAL DUTIES

- At all times casual staff are required to work collaboratively with colleagues and elected student representatives across the Union.
- All casual staff are individually and collectively responsible for understanding and complying with all statutory legislation and the Union's policies and procedures.
- All casual staff are individually and collectively responsible for working to the Union's values.
- All casual staff should ensure that stakeholders' expectations are exceeded whenever possible - casual staff will be required to support the gaining of and acting on feedback as part of day to day activity.
- The nature of the post will, at times, require additional commitment for other Union Wide events and projects.
- All casual staff are reminded that any hours/shifts offered to them are not compulsory. Casual staff are able to reject an offer of work if they are unable to complete it.

SKILLS REQUIRED

	Essential	**Desirable**
Knowledge & Understanding	An understanding of, or willingness to learn about, the Students' Union, its purpose and the services and opportunities it provides.	Previous involvement with the Students' Union, student activities, societies, volunteering or events.

Communication Skills	Confident in communicating with fellow students face to face in a friendly, approachable and engaging manner. The ability and confidence to approach new people and hold a conversation.	Experience of promoting activities, events, services or opportunities to others.
Customer Service	A positive, helpful and welcoming approach, with the ability to engage with students from a range of backgrounds and experiences.	Previous experience in a customer-facing, sales or PR, hospitality, retail, student support or service-based role.
Interpersonal Skills	Friendly, approachable and enthusiastic, with the ability to build rapport and make students feel welcome.	Experience of working with diverse groups of people.
Teamwork	Ability to work effectively as part of a team and contribute positively to shared objectives.	Previous experience of working as part of a team in a paid or voluntary capacity.
Personal Qualities	Self-motivated, reliable, enthusiastic and proactive, with a willingness to take initiative.	Experience of working independently and taking responsibility for delivering activities or tasks.
Organisation & Flexibility	Good timekeeping and the ability to manage commitments reliably. Willingness to work flexibly across campus and attend key Union events as required.	Experience of supporting or helping to organise events, campaigns or promotional activities.
Values & Behaviours	Demonstrates a commitment to representing the Union positively and upholding its values, with a genuine interest in improving the student experience.	An interest in student voice, student engagement, volunteering or creating a sense of belonging.

I _____ (*print name),* by signing below, agree with the above Job Description

Signed: _____ **Date:** _____