



Job Title:	Digital Ambassador
Unit/School:	Digital and Library Services
Grade:	2 A/B
HERA:	LIS42

Core purpose of role

Your primary role is to assist students and staff in the effective use of digital resources at Cardiff Metropolitan University. This will be achieved through provision of first line assistance, and promotion of available resources to enable effective study and work.

Additionally, you will assist in monitoring spaces to keep visitors safe, and work with library and information services colleagues on a range of IT related activities.

The nature of the position demands versatility, flexibility, initiative and a genuine desire to give our customers a first-class service.

Key responsibilities and contributions

- Providing 1st line assistance for students and staff – including but not limited to the use of IT equipment and software applications, connectivity of WiFi devices, and use of electronic resources.
- Help to maintain a safe and secure Learning Centre environment for our users during daytime, evening and weekend opening periods as applicable.
- Working and sharing information with colleagues to provide consistent and relevant information for staff and students.
- Utilising your knowledge to advise staff and students on efficient means of working with digital resources.
- Monitoring that facilities and services are operating and used correctly and safely, and reporting where issues cannot be resolved.
- Assisting with installation of new IT and A/V facilities
- Troubleshooting a range of IT related issues raised by staff and students - resolving if possible, and escalating where necessary.
- Helping to improve web resources.
- Investigating and solving customer queries and escalating where appropriate.



- Ensuring that areas are maintained to a high standard according to current operating requirements.
- Engage in continuous professional development through enhancing ICT skills, attendance at L&IS events and training sessions; as required and relevant.
- Any other duties as required by line of management.

Person Specification

Essential experience, knowledge and skills

- GCSE English and Maths grade C or above or equivalent.
- Working knowledge of computer operating systems and applications
- Sound inter-personal skills, possessing a courteous and helpful approach.
- Excellent oral and written communication skills.
- Ability to act as a responsible member of a team
- Excellent time-management skills with the ability to complete tasks to deadline.
- Good IT skills including MS Office applications.
- Ability to undertake routine manual, automated and administrative processes.
- Experience of working in a customer support environment.
- Willingness to travel and operate across university campuses.

Desirable

- Able to explain technical solutions clearly and unambiguously to customers at all levels.
- Understanding of IT troubleshooting – authentication, connectivity.
- Ability to greet customers in Welsh would be an advantage.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.



Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University’s policies and procedures.