

Job Title: International Student Ambassador

Unit/School: Global Engagement

Grade: 1 A/B

HERA: INT45

Core purpose of role

Please enter an introduction to the role including its key purpose and how it contributes to the strategic priorities of the University.

This is a key post that will contribute to the ambitions of the University's Strategic Plan – Strategy 2030.

The International Student Ambassador will support the Global Student Advisory Service by welcoming newly arrived international students primarily in September, January and May and helping them navigate unfamiliar university and UK procedures. The post holder will offer guidance and reassurance to students, fostering a sense of belonging and community and provide one to one support where necessary. They will also participate in student-focussed activities throughout the academic year where required. As a representative of Cardiff Metropolitan University, the Ambassador will set a positive example at all times, acting in a professional manner by showing respect for persons of all backgrounds, ethnicities and abilities.

Key responsibilities and contributions

- Attendance and engagement at compulsory training.
- Assist in setting up and delivering the International Student Welcome Events, liaising with students in a friendly and enthusiastic manner and answering queries.
- Assist in welcoming students, both in-person and online via social media and webinars, giving them general advice about university life, Cardiff and the UK.
- Assist students with unfamiliar UK procedures such as opening bank accounts, registering with a doctor, finding accommodation and also with essential University procedures including enrolment.
- Assist staff members to take students on coach tours and on other social trips organised by the Global Student Advisory Service.
- Communicate appropriately with students and staff, always promoting the university in a positive way, offering empathy and encouragement to students to help them reach their full potential.
- Report concerns relating to students and issues that may affect them or the University to the Global Student Advisory Service, ensuring confidentiality amongst peers is maintained.
- Maintain flexibility to adapt to duties and tasks to ensure student needs and expectations are met.
- Signpost students and refer any complex/sensitive student issues to the Global Student Advisory Service.

- Assist with the promotion of various events organised by the Global Student Advisory Service both online via social media and in-person.
- Undertake some weekend work as and when required.
- Undertake any additional support duties as required by the Global Engagement Directorate

Person specification

Essential qualifications / Professional memberships

- Currently enrolled at Cardiff Metropolitan University on a degree /above degree level programme

Essential experience, knowledge and skills

1. Knowledge of international cultures and religions and understanding of issues facing international students studying in the UK.
2. Excellent knowledge of Cardiff Metropolitan University's facilities and the ability to clearly promote and describe them to students in a positive manner.
3. Knowledge of Cardiff, its transport systems and local services available to students.
4. Knowledge of Cardiff Metropolitan University processes and systems such as enrolment, MetCards, Moodle.
5. Effective verbal and written communication skills and ability to provide constructive feedback.
6. Excellent time management and organisational skills.
7. Ability to use initiative to problem solve where required to ensure a positive student experience is maintained.
8. Ability to work effectively and flexibly as an individual and as part of a team.
9. Ability to support and communicate with people of varying backgrounds in a friendly and patient manner and to work with enthusiasm to motivate others.
10. Ability to act as a responsible member of the Global Student Advisory Service and be a positive role model for international students.
11. Commitment to improving cultural awareness at the university and to equal opportunities.
12. Able to work unsociable hours and travel on occasion.

Desirable

1. Experience of working in a customer support role
2. Experience of living/working overseas and emersed in a new culture
3. Experience of attending an international/cultural event



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.