



Job Title: Student Ambassador

Unit/School: Marketing, Communications and Student Recruitment

Grade: 1A

HERA: INT45

Core purpose of role

Student Ambassadors are a key champion and point of contact for visitors and guests at a variety of university events, they also assist with student recruitment activities for both the University. The role will involve working with schools and colleges across South Wales to inspire students into further study at the university.

Key responsibilities and contributions

- Be an active/flexible member of the team independently or along with other students and staff.
- Take groups of prospective students and their parents on tours around either campus. Visitors will be shown and given information about the buildings and provided literature about the university.
- Act as a responsible team member, leading where agreed and communicating positively and appropriately with visitors, learners, and staff to promote the university in a positive way. Sharing knowledge and experience or referring for support where required.
- Represent Cardiff Metropolitan University at a variety of events on campus and externally, such as Higher Education fairs, visiting schools/colleges in Wales, and assisting with talks/presentations where necessary. It may be required, on occasion, to attend events in other areas of the UK.
- Maintain a thorough knowledge of the university and the services/facilities available to students.
- Support Tutors within the classroom environment and interact with learners in a supportive and engaging manner.
- Understand the importance of confidentiality and update appropriate staff with written or oral reports/feedback.
- Attend relevant staff development/training and act within the code of conduct of the venue/event and within the context of Cardiff Met's H&S policy, depending on area of work and level of training received take responsibility for the health and safety of yourself and others.



Person specification

Essential qualifications / Professional memberships

- Currently studying in Cardiff Metropolitan University.

Essential experience, knowledge and skills

1. Good knowledge of employability opportunities for students, and education progression routes within secondary or higher education.
2. Able to act as a positive and responsible role model, enthusing and motivating others.
3. Able to work effectively as an individual and as part of a team and can contribute to group presentations where necessary.
4. Effective verbal and written communication skills, ability to evaluate and provide feedback.
5. Excellent time management and organisational skills, arriving promptly for events and training and able to work unsociable hours, travelling on occasion where required.
6. Good interpersonal skills with the ability to work at all levels and maintain good working relationships.
7. Able to deal with confidential information, and sensitive situations adhering to appropriate guidance and protocol.

Desirable

1. Coaching, leadership or training qualifications.
2. Knowledge of the barriers facing learners and their progression to Higher Education.

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.

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.