



Job Description

Job Title:	Senior Student Ambassador Scheme Officer
Directorate/Department:	Events Team, Marketing and Communications
Job type:	Professional Services
Grade:	6
Accountable to:	Events Manager (Student Recruitment)
Accountable for:	N/A
Purpose of the Post	
The Senior Student Ambassador Scheme Officer is responsible for the day-to-day running and development of Royal Holloway's Student Ambassador Scheme. The Scheme brings together a group of student workers who support the University's outreach activity and flagship student recruitment events including Open Days and Applicant Visit Days and various other projects and workstreams. The post holder coordinates a range of project activity to recruit, train, and supervise approximately 150 casual student workers, acting as the key point of contact for the scheme and fostering a culture of excellent customer service.	
Key Tasks	
Reporting to the Events Manager (Student Recruitment), the Senior Student Ambassador Scheme Officer will be responsible for the day-to-day processes and procedures involved in running the Student Ambassador Scheme, including: • To develop and deliver an annual recruitment and selection process that attracts the appropriate number of Student Ambassadors with the required skills base and diversity of student experience to successfully fulfil a wide range of support activity (event delivery, tours, talks etc). • To be responsible for coordinating all required HR administration, including (but not limited to) the onboarding process for all new starters, the management of rostering and timesheets. • To run the scheme's social media channels, primarily as a tool through which to help promote the scheme to students (as an employment and skills development opportunity) and other University stakeholders. • Working with the Events Manager (Student Recruitment) to develop and deliver an appropriate training package to equip Student Ambassadors with the knowledge, skills and competencies required to carry out their roles. This will include health and safety training, safeguarding, campus tours, customer service etc. • To manage the Student Ambassador inbox, answering all queries from staff and Ambassadors in a timely fashion. • To advertise work opportunities to Ambassadors, allocating them to shifts as appropriate.	

- To coordinate payroll for Ambassadors, ensuring all shifts worked have appropriate timesheets submitted.
- Working with the Head of Events and Events Manager (Student Recruitment) to report spend against allocated budgets, ensuring Student Ambassador Scheme expenditure comes in on target, that monthly spend is tracked and recorded for monitoring purposes and that any issues are flagged in a timely fashion
- To create and maintain accurate databases and records for all workers on the Student Ambassador Scheme.
- To champion the Student Ambassador Scheme across the university, developing relationships with a range of key stakeholders that use the scheme across both the Academy and Professional Service directorates.
- To attend and support the delivery of key events such as Open Days, Applicant Visit Days, Campus Tours, and Graduation etc., which may take place during the weekends or over evenings.
- To supervise all Ambassadors, providing support and advice to develop them in their roles, surfacing any performance issues that should arise and working with the Events Manager (Student Recruitment) to ensure these are managed in accordance with university policy.
- To be responsible for the contractual checks for all student ambassadors, including ID Check for UKVI Tier 4 compliance, Right to Work checks and working hours monitoring.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title:

Senior Student Ambassador Scheme Officer

Department:

Events Team

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to 'A' Level or equivalent administrative experience.	X	
Knowledge and understanding of the HE Sector and student life cycle.		X
Skills and Abilities		
Excellent interpersonal skills including a professional approach and manner and the ability to use tact and diplomacy with a wide range of stakeholders.	X	
Ability to work on own initiative and act proactively.	X	
Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.	X	
Ability to use creative problem-solving techniques and identify and implement administrative improvements.	X	
Ability to undertake tasks that require a high level of attention to detail and accuracy checking.	X	
Flexibility and the ability to respond effectively to changing requirements.	X	
Excellent customer service skills and ability to deal with and respond to a range of queries, seeking advice as required to resolve issues.	X	
Proven ability to write documents such as procedures, reports and papers.	X	
Proven ability to present and deliver engaging content to a large student audience.		
Good IT skills, competent in the use of standard packages including Word, Excel, PowerPoint and MS Teams and with the proven ability to learn new systems and programmes.	X	
Experience		

Strong, efficient administrative experience gained in a similar role or within a customer focused environment.	X	
Experience of using reporting tools and manipulating data.	X	
Experience of coordinating or administrating complex projects and/or events.	X	
Experience working with and coordinating the activity of a wide range of stakeholders.	X	
Experience in following, adhering to and upholding policies and procedures.	X	
Experience of line management or supervision.	X	
Experience of delivering training.	X	
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users.	X	
Excellent organisational and time management skills.	X	
Other Requirements		
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X	