



JOB DESCRIPTION

JOB TITLE:	STUDENTS' UNION AMBASSADOR
RESPONSIBLE TO:	Student Support & Representation Manager
SALARY:	£8.45 p/h (Living wage)
HOURS:	This will be a zero hours contract with hours offered on an ad hoc basis to the SU Ambassador cohort.
DATE OF WRITING:	6 th December 2018

PURPOSE OF ROLE

To support the Students' Union in day-to-day activities, carrying out a range of tasks that support students, hear the student voice, promote Students' Union events and campaigns, raise awareness of Union services and encourage wider participation and engagement in the Students' Union.

DUTIES AND RESPONSIBILITIES

1. Service Delivery

- Provide a front-line service, dealing with student and customer queries in a professional manner.
- Provide administrative support to Students' Union services, which may include department specific admin e.g. managing case files, creating and distributing promotion material, sending invoices, collating sports team sheets; or general admin (filing organising meetings, maintaining contact lists, taking minutes etc.).
- To support student-led activity, encourage students to become active in sports teams, societies, volunteering, Zones, Union Council and to consider becoming an Academic Rep.

2. Student and Customer Support

- To assist students in becoming informed and active. This may include assisting with events, staffing front facing services or conducting peer promotions and data collection.
- Respond to queries about the Students' Union and its services, by email, telephone, and in person.
- Signpost students to other departments, and make informed referrals to appropriate Union and university services.

3. Encouraging Participation

- Ensure that as many students as possible are aware of Union services, activities, events and campaigns.
- Encourage participation from students in activities, events and campaigns through face-to-face interaction, street promotion and social media e.g. Freshers Week, Union Elections, Varsity, Superteams, Aber7s, Housing Fair, Part-time Jobs and Volunteering Fair.
- Collect student feedback and hear the student voice through engagement activities and surveys.

4. Other Duties:

- To positively promote and uphold the values and policies of AberSU.
- To be an advocate for AberSU and our work, locally, regionally and nationally as opportunities arise.
- To work within the terms of the governing documents of the Union, principally the Constitution.
- To contribute to Students' Union publications and informational materials.
- To uphold reasonable expectations regarding health and safety, data protection and other relevant regulations and legislation as appropriate.
- To assist in key Students' Union events throughout the year including Welcome Week & Elections
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- To contribute to Union projects and participate in working groups
- To demonstrate Students' Union behaviours & standards in daily working life

Changes to Job Description

This job description may be subject to modification or amendment at any time following consultation with the post holder.

This job description is not intended to be an exhaustive list of tasks carried out by the post holder. It does, however, set out the main expectations of the Union in relation to the post holder's duties and responsibilities and the post holder may be expected to undertake alternative/additional work commensurate to the pay grade.

PERSON SPECIFICATION – STUDENTS’ UNION AMBASSADOR

CRITERIA	Requirement	Application	Interview
QUALIFICATIONS			
Good general education, typically to the Higher/A level equivalent	Essential	√	
EXPERIENCE			
Demonstrable in any people-facing role (paid work or volunteering.	Desirable	√	
Experience using online and offline networking techniques, including social media, from a business perspective.	Desirable	√	
Experience working on small projects, handling data and writing reports.	Desirable	√	√
KNOWLEDGE			
Background knowledge of the University and/or Students’ Union.	Essential	√	√
ATTRIBUTES/SKILLS			
Aberystwyth University student in 2017/18 academic year.	Essential	√	
Exceptional Interpersonal and Communication Skills (Written and Oral)	Essential	√	√
Able to deal professionally with students and clients both inside and outside of the university, by email, phone and in person.	Essential	√	√
Excellent organisational/time management skills; able to adhere to deadlines, prioritise workload, make decisions under pressure.	Essential	√	√
Able to create and maintain strong working relationships	Essential	√	√
Able to overcome hurdles and problems in a constructive manner	Essential	√	√
Confident and capable of enthusiastic outreach work involving speaking to students	Essential	√	√
Skilled in IT, including a thorough understanding of Microsoft Office, good understanding of social media tools including Facebook, Twitter and website work.	Essential	√	√
Able to handle confidential or sensitive information, and to relate sensitively with students and clients	Desirable	√	
Ability to communicate through the medium of Welsh	Desirable	√	√
VALUES AND ETHICS			
Desire to work within a democratic student led environment and put students first	Essential		√
Understanding and commitment to equal opportunities	Essential		√
Desire to work within organisation servicing a culturally diverse membership	Essential		√
Committed, positive, outgoing and approachable with a ‘can do’ attitude	Essential	√	√
Demonstrably high standards of personal integrity	Essential		√