

Job description

Post title	Campus tour guide
Department/Division/Directorate	Marketing Department
Responsible to	UK/Europe Marketing Assistant and Marketing Officer

Role purpose

- To work with and for the Student Ambassador Programme at on-campus and off-campus activities.
- To be a positive student role model encouraging prospective students to consider Kings College London as a viable and attractive option.
- To offer support to young people, mature learners and fellow staff members involved in the activities in a safe and friendly manner.

Role outline

Key responsibilities and objectives of the job :

- To assist with the delivery of regular campus tours during the week, and where necessary, work at other on-campus and off-campus activities; this will include supporting open days and postgraduate open evenings, inbound school visits and other conferences and events.
- To commit to becoming a campus tour guide for at least one of the Strand, Guy's or Denmark Hill campuses AND also either the Maughan Library or the Waterloo Campus.
- To be a positive student role model, encouraging young people to consider King's College London as a viable and attractive option.
- To offer support to young people, mature learners and fellow staff members involved in the activities, in a safe and friendly manner.
- To welcome guests and help run a range of marketing activities such as campus tours, Open Days and Higher Education fairs.
- To promote the university internally using an array of online social media.
- To contribute to the development and improvement of our current campus tours.
- To take an active role in personal development through training opportunities.
- To be available for ad-hoc tours for other members of the department.
- To provide feedback to the campus tours team.

Specific Aspects - indicate frequency D (daily), W (weekly), M (monthly) where applicable:

Intensive Display Screen Equipment work (eg. data entry or digital microscopy):		Direct patient contact involving exposure prone procedures (EPP):	
Heavy manual handling:	M	Direct patient contact, no EPP	
Highly repetitive tasks (eg. pipetting or re-shelving books):		Work with patient specimens (eg. blood or tissue samples):	
Shift work, night work or call-out duties:		Work with GM organisms or biological agents that may pose a hazard to human health:	
Work involving risk of exposure to environmental or human pathogens (eg. in waste streams or soils):		Hazards which require health surveillance eg. respiratory sensitisers (allergens, substances with risk phrase R42, wood dust etc) or loud noise:	
Driving vehicles on College business:		Food handling or preparation:	
Work at height (eg. ladders, scaffolds etc)		Work in confined spaces (eg. sump rooms, etc)	

Special requirements

General

All ambassadors are expected to adhere to King's policies and procedures.

Interviews will take place on the week beginning 15 October 2018

Ambassadors will be requirement to attend a compulsory training session on either Wednesday 24 October or Thursday 25 October 2018. After this, you will be expected to attend strand specific training.

This role is flexible around your studies. The hours of work per week will vary depending on event requirements. There is no minimum hours required to work per week, however students are expected to work a minimum of 8 hours throughout the academic year.

Date

September 2018

Please note

This job description reflects the core activities of the role and as the College and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager. The Human Resources department should then be consulted as to the implications of the proposed changes.

Person Specification

Eligibility to work in the United Kingdom

The advertising of this post has not been compliant with UKBA guidelines for candidates who need to apply for a Certificate of Sponsorship to work in the UK.

Criteria	E S S E N T I A L	D E S I R A B L E	HOW IDENTIFIED AND ASSESSED AP Application I Interview P Presentation
Knowledge/skills			
Ability to prioritise workload	*		AP, I
Good attention to detail	*		AP, I
Excellent verbal and written communication skills	*		AP, I, P
Confident speaker with the ability to engage audiences	*		I, P
An eagerness to attract students to study at King's College London	*		AP, I
Ability to absorb new information quickly and deliver with confidence to others at short notice	*		AP, I, P

Experience			
Experience of working with children and/or young people		*	AP
Experience of delivering tours or presentations		*	AP
Personal characteristics/other requirements			
Current student at King's College London	*		AP
Excellent team player	*		AP, I
Friendly and approachable face-to-face manner	*		I, P
Enthusiasm for Higher Education and King's	*		AP, I
Ability to multi-task and work to deadlines	*		AP, I
Ability to work independently and take the initiative when necessary	*		AP, I
Willingness to work out of normal hours and occasionally travel for work as necessary		*	AP
Highly organised	*		AP, I
Willing to offer training and support to others in best practice		*	AP, I