

Job description

Post title	Subject Ambassador
Department/Division/Directorate	Marketing
Responsible to	Student Ambassador Manager

Role purpose

One of King's aims is to attract the very best students to study at the University. The Marketing Team is focused on achieving this by investing in our best assets; current students.

The primary role of a Subject Ambassador is to promote and enhance the reputation of King's and your faculty to prospective students, applicants, offer holders and their influencers. This is achieved by dealing professionally, accurately and empathetically with all visitors. You will share your experience as a student who is studying at King's and living in London and give information and advice about studying on your current campus, within your faculty/department and degree.

As a Subject Ambassador, you will support the faculty Marketing Team in the delivery of a year-long calendar of activities. This includes offering information and support to prospective students and offer holders through the student to student contact centre, producing content for social media, providing support at internal and external student recruitment events, public engagement events, taking part in online events, delivering student talks and presentations, supporting academic led initiatives and general ad hoc marketing administrative duties.

Role outline

Key responsibilities and objectives of the job:

As a Subject Ambassador your role and responsibilities will involve:

- Attending a compulsory training session
- Offering course related information about advice about your chosen subject to prospective students, this information will include sharing your experiences of being a student and studying at King's/within your department/within your Faculty, Institute or School
- Providing information and support to prospective students and offer holders through the Student to Student Contact Centre
- Attending open days and offer holder receptions as a student representative from your degree
- Support with Faculty, Institute or School's social media activity e.g. responding to queries in the 'Offer Holder' groups, writing and posting exciting and relevant content
- Writing monthly student buddy email newsletters and regular blog posts
- Representing your Faculty, Institute or School at external industry events and recruitment fairs
- Delivering presentations about your experience at King's to groups of external guests

- Assisting the Marketing Team with ad hoc tasks and other appropriate activities when required e.g. source relevant information online and updating databases, monitoring an email account and responding to enquiries, taking part in online events (chat rooms, social networking sites, virtual fairs etc) aimed at prospective students
- Provide general clerical support to the Marketing Team during busy times
- Meeting and greeting visitors
- Providing campus tours
- Ensure all activity undertaken is CMA compliant as outlined in your training
- Adhere to the Ambassador expectations as outlined in the person specification
- Liaising with the Marketing Officer when required should you encounter any issues or questions regarding your role as a Subject Ambassador

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

Intensive Display Screen Equipment work (e.g. data entry or digital microscopy):		Direct patient contact involving exposure prone procedures (EPP):	
Heavy manual handling:		Direct patient contact, no EPP	
Highly repetitive tasks (e.g. pipetting or re-shelving books):		Work with patient specimens (e.g. 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 e.g. 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 (e.g. ladders, scaffolds etc.)		Work in confined spaces (e.g. sump rooms, etc.)	

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 2017

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**

All candidates will need to provide proof of eligibility to work in the UK and must comply with UKVI regulations on the number of working hours.

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 Presentatio n
Knowledge/skills			
IT skills i.e. Word Processing, Excel and PowerPoint		*	AP
Ability to prioritise workload		*	AP, I
Good attention to detail	*		AP, I
Excellent verbal and written communication skills	*		AP, I
Confident and persuasive public speaker	*		I P
An eagerness to attract students to study at King's College London	*		AP, I
Absorbing and assimilating information with rapidity and delivering with confidence to others at short notice		*	AP, I, P

Experience			
Giving Presentations		*	AP, I
Direct contact with students or young people	*		AP, I
Prior experience of representing an organisation to external stakeholders		*	AP, I
Engagement in extra-curricular activities at King's or other opportunities in and around London		*	AP, I
Personal characteristics/other requirements			
Current student at King's College London	*		AP
Excellent Team Player	*		AP, I
Enthusiasm for Higher Education	*		AP, I
Willingness to work out of hours & occasionally travel for work as necessary	*		AP, I
Highly Organised	*		AP, I
Excellent Punctuality	*		AP, I