Position Title: UNSW Student Ambassador
Faculty/Unit: Future Students Office, Division of External Relations
Supervisor: Claire Hopkins, Outreach Manager

Key Duties and Responsibilities

The Future Students Office acts as the first point of contact between high schools, prospective students and their parents and introduces them to the opportunities available at UNSW. A team of carefully selected and trained Student Ambassadors assists the Future Students Office in promoting all UNSW undergraduate degrees to prospective students.

The primary role of a Student Ambassador is to assist with the marketing of the University’s undergraduate degrees. This involves providing accurate information on all degrees offered at UNSW, admission requirements, bonus points, application and selection procedures, student support services and university life in general to prospective undergraduate students, their parents and careers advisers.

Student Ambassadors are often the first contact that prospective students have with UNSW at promotional events, careers markets and when visiting high schools, and are therefore seen as the public face of UNSW.

Position Summary

The main duties of a Student Ambassador involve representing UNSW at events such as:

**UNSW Promotional Events**
Student Ambassadors participate in promotional events such as the UNSW Open Day in September, UNSW Info Day in January, Faculty Information Days, Year 10 Subject Selection and Information Evenings and the Scholarships Information Evening. Student Ambassadors provide degree information, give presentations and undertake a general public relations role in promoting UNSW at these events.

**Careers Markets and High School Visits**
Student Ambassadors attend tertiary information events, careers markets and visit high schools to provide prospective students with degree information and a student’s perspective of university life. This usually consists of one-on-one discussions and delivery of presentations to groups of students.

**Campus Tours**
Student Ambassadors facilitate campus tours for prospective students and visitors to show off the campus and provide information on our campus facilities, accommodation, services, degrees and university life.
Administrative and Customer Service Duties
Student Ambassadors may be asked to provide general administrative and customer service support to the Future Students Office. This could involve assisting with marketing campaigns, modelling for photo shoots, assisting with phone and email enquiries during peak seasons, clerical duties, activity planning, and workshop development.

Accountabilities
The Student Ambassador position is paid at a General Staff (Casual) Level 1, Step 1 rate, which will be $32.56 per hour from January 2018. As this is a paid role, we expect all of our Student Ambassadors to represent UNSW to the highest standard.

Student Ambassadors provide accurate information about UNSW degrees and also develop vital communication and interpersonal skills and gain valuable work experience, which boost career prospects.

Ambassadors will also be provided with extensive and ongoing training in order to prepare them for the role and keep their knowledge up to date.

Essential selection criteria
Successful candidates will be selected based upon the following criteria:

- Current UNSW student studying in second year or above, but not in final year
- Good academic standing
- Current driver’s licence (full or green provisional) and a confident driver in both city traffic and country driving conditions
- Excellent communication and presentation skills - public speaking experience is an advantage
- Good organisational and time management skills
- Proven initiative, ability to work with minimal supervision, solve problems and make independent decisions within the scope of this position in unforeseen situations
- Ability to work both independently and as part of a team, demonstrating leadership skills and the ability to successfully mentor
- Excellent customer service skills - previous work experience in customer service area is an advantage
- Highly motivated and outgoing with an enthusiasm for university life and study at UNSW
- Willingness to work outside normal business hours and occasionally lift heavy material
- Broad understanding and knowledge of UNSW including academic, extra-curricular activities and support structures for students
- Proven ability to interact effectively with high school students, parents and staff with sensitivity to student concerns and cross cultural issues
- Adhere to all OHS, EEA and UNSW regulations and attend relevant health and safety training where required.

How to apply
We are currently recruiting for 2018.

If you would like to apply, please complete the online application form. Should your application be successful, you will be invited to attend an interview.

Applications will close at 5pm on Monday, 30 October 2017 (late applications will not be considered)
Interviews will be conducted week beginning Monday, 6 November 2018 (there is flexibility for an interview the following week but only in exceptional circumstances)
Compulsory training for all ambassadors will be held across two full days on 13 & 14 February 2018.
Please note: The Student Ambassador Program is open to **domestic students only** (students with Australian or New Zealand citizenship or permanent residency).

Please do not apply if:
- You are a final year student
- You cannot attend both compulsory training days on 13 & 14 February 2018
- You are on exchange for anytime in 2018
- You do not have Green P’s or full licence
- You are an International Student

For further information, please contact Claire Hopkins on 02 9385 1866 or email c.hopkins@unsw.edu.au