JOB DESCRIPTION

## Dreadnought Welcome Ambassador

**Job Purpose:**

* Help staff and students find their way around Dreadnought and the campus
* Carry out checks on students and guide them to the correct registration points
* Ensure students make the most of their journey while at University of Greenwich
* Essential availability during key periods, such as registration, open days and Dreadnought events

**Reports to:** *Front of House Office Assistant*

**1 Duties and key responsibilities**

**Delivery**

***Front of House***

* Welcoming, meeting, and greeting new students in Dreadnought as they enter the building
* Conducting building and campus tours as necessary
* Resolving queries for new and existing students and direct them as appropriate
* Being available across the Atrium to answer general queries
* Assisting with social events and workshops including Welcome, Open days and inductions
* Supporting students, staff and guests with specific needs to access information
* Leading groups of students around campus activities
* Act as first point of contact for students who are seeking help with our Advice service
* Carrying out all other duties as requested by the Front of House Office Assistant.

***Stakeholder management***

* Be the first point of contact for all external stakeholders
* Support the Front of House and Estates Security Office to maintain relationships with all relevant external stakeholders and organisations
* Support the Front of House and GSU staff
* Work closely with Student and Academic services throughout the year but especially during registration.

**2 General Responsibilities**

* Represent and be an ambassador for Dreadnought.
* Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
* Maintain and improve competencies through continuous professional development.
* Abide by organisational policies, codes of conduct and practices.
* Support and promote diversity and equality of opportunity in the workplace.
* Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff.
* Any other duties commensurate with the accountabilities of the post.

**PERSON SPECIFICATION:**

* Must be a current student at University of Greenwich 2018/2019.
* Friendly, eager to help new students, and flexible in your attitude.
* Reliable, highly motivated, professional and with a positive attitude.
* Must have excellent communication and interpersonal skills.
* Good team player.
* Have good knowledge of and be proud to represent Greenwich Students’ Union and the University of Greenwich.

**SKILLS AND ABILITIES**

* Clear communication skills face to face and on the phone or email.
* IT skills at a level that supports report writing, email, internet and database.
* Time management and organisational skills.
* Ability to engage and motivate others.
* Self-motivated with the confidence to work alone but can also work co-operatively and flexibly as part of a team.
* Ability to stay focused and efficient in the face on changing priorities.

**KNOWLEDGE**

* Existing knowledge of the University of Greenwich and Greenwich Students’ Union.

**EDUCATION/TRAINING**

* No one specific qualification is required.
* Must be a student at the University of Greenwich.

**PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS**

* Able to work some evenings and weekends.
* Works well in a team with a flexible approach to work.
* Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work.
* Commitment to the values and ethos of the Organisation.