Position Description

Student Ambassador

Faculty / Division: Division of External Relations
School / Unit: Future Students Office
Position Level: Level 1, Point 1

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.
OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Future Students Office acts as the first point of contact for prospective domestic and international students. We work closely with high schools, agents, prospective students and their parents to introduce opportunities available at UNSW. A team of carefully selected and trained Student Ambassadors assists the Future Students Office in promoting all UNSW degrees to prospective students.

The primary role of a Student Ambassador is to assist with the marketing of UNSW’s undergraduate degrees. This involves providing accurate information on all degrees offered at the University, Admission requirements, adjustment factors, 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. The role of Student Ambassador reports to the Undergraduate Student Recruitment Manager and has no direct reports.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Work with suppliers of physical information resources to maintain and improve service levels and manage costs.
- Participate in UNSW promotional events including Open and Info Days, providing degree information, giving presentations and undertaking a general public relations role in promoting UNSW at these events.
- Attend tertiary information events, careers markets and high schools to provide prospective students with degree information and a current student’s perspective on university life, generally through one-on-one discussions and delivering presentations to groups of students.
- Facilitate campus tours for prospective students and visitors to showcase the campuses and provide information on our facilities, accommodation, support services, degrees and university life.
- Participate by attending expos across Australia to provide prospective international with course and admission information.
- Provide general event assistance for central UNSW and faculty-led events both on- and off-campus as required.
- Student Ambassadors may have the opportunity to promote the University at international recruitment events, sharing their student experience and providing course and admission information with prospective students.
- 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.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

SELECTION CRITERIA
• Current or commencing UNSW undergraduate student.
• Currently holds a valid driver’s licence and is comfortable driving across greater Sydney.
• Highly motivated and outgoing, with a passion for university life and the educational experience at UNSW.
• Excellent interpersonal skills with the ability to communicate and interact with a diverse range of stakeholders and students.
• Strong presentations skills with customer service focus.
• Ability to interact effectively with high school students, parents and staff with sensitivity to student concerns and cross-cultural issues.
• Good organisational and time management skills.
• Ability to work both independently and as part of a team, demonstrating both leadership and mentorship skills.
• Proven initiative, ability to work with minimal supervision, solve problems and make independent decisions within the scope of this position in unforeseen situations.
• Broad understanding and knowledge of UNSW including academic, extra-curricular activities and support structures for students.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

PRE-EMPLOYMENT CHECKS REQUIRED FOR THIS POSITION

• A valid NSW Working with Children Check is required for this position.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.