**SHEFFIELD HALLAM STUDENTS’ UNION**

Job Description: Student Staff

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. **Job Title:** **STUDENTS' UNION AMBASSADOR**
2. **Grade:** Meets National Minimum Wage
3. **Responsible to:** Marketing & Communications Co-ordinator
4. **Purpose of Post:** To support in the delivery of services that enable Sheffield Hallam Students' Union to be the outstanding organisation in the UK for supporting and inspiring students.

To have a good knowledge of the Students' Union, it's activities and services.

To assist in various promotion and profile raising activities to support the marketing and communications function of Sheffield Hallam Students' Union. Being a brand ambassador promoting the Students' Union's values in a range of ways, including but not limited to; Open Days, through Social Media, Events and being the face of campaigns.

**Hours:** A commitment to at least one shift per week during busy periods.

**5. MAIN DUTIES AND RESPONSIBILITIES**

**Student Staff common requirements**

A commitment to Sheffield Hallam Students' Unions core values which include:

**Passion**: You should be passionate about ensuring your work helps to ensure a great experience for students who engage with Sheffield Hallam Students' Union.

**Honesty**: You should display absolute integrity in your interactions with students, customers and colleagues.

**Dedication:** You should be dedicated to the Students' Union and ensure you uphold your commitments within your role.

**Innovation**: You should be comfortable coming up with new ideas to improve the service we deliver to Sheffield Hallam students.

**Diversity**: You are committed to providing a flexible, adaptive and excellent service to all our students and customers.

**Role Specific Responsibilities:**

* Act as an 'ambassador' of the Students' Union in the form of communicating positive messages, promoting events and activities, assisting with queries and answering questions.
* Represent the Students' Union at promotional stalls for a variety of events including but not limited to; SU on Tour, Students' Union Elections, Open Days, Course Information Days, Welcome Week and the National Student Survey.
* Distribute Students' Union marketing collateral including flyers and posters.
* Present Students' Union messages in a variety of ways including delivering lecture shout outs.
* Attend events in a marketing and communications capacity to take photos, deliver live social media content and write follow up stories for the Students' Union website.
* Assist the Marketing and Communications Team to deliver messages via social media channels.
* Assist the Marketing and Communications Team to support all Students' Union departments in the delivery of activities and events.
* Other promotional activities as and when required.
* Acting as a Students' Union insider, promoting events and campaigns to fellow students and friends through blog posts, retweets, shares and word of mouth.
* Be the face of the Students' Union on university Open Days, speaking to visitors, leadings tours around the Students' Union and answering questions.
* All other appropriate duties as and when required by the Marketing & Communications Co-ordinator

**PERSON SPECIFICATION**

**Job Title: Students' Union Ambassador**

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|  | **Personal Attributes required (based on the Job Description)** | **Essential (E)**  **/Desirable (D)** | **Tested by** |
| **1**  1.1 | **Qualifications/training**  Must be registered on a degree programme at Sheffield Hallam University  Willingness to undertake any training necessary to improve performance/Service  Previous customer service training | **E**  **E**  **D** | Application Form / Interview  Application Form / Interview  Application Form / Interview |
| **2**  **2.1**  **2.2**  **2.3**  **2.4**  **2.5** | **Experience**  Experience of working in a support environment ( paid or voluntary)  Experience of presenting to an audience / positively representing an organisation  Knowledge of the opportunities available at the students' union preferably through direct involvement  Knowledge of a variety of social media channels  Experience of working with people of different nationalities / cultures | **D**  **E**  **E**  **D**  **D** | Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview |
| **3**  3.1  3.2  3.3  3.4  3.5  3.6  3.7  3.8  3.9  3.10  3.11  4 | **Skills**  Be passionate about the Students' Union and what it stands for  Possess a genuine interest in making a positive contribution to the overall student experience at Sheffield Hallam Students' Union  Reliable, punctual and motivated  Sociable and enthusiastic  Confidence in approaching people to offer assistance  Good organisational and time management skills  use initiative and self motivated  Ability to work as part of a team  Enjoy working with students, staff and visitors  Excellent written, verbal, presentation and communication skills and ability to communicate with a diverse range of people  Ability to work unsupervised and on own initiative  **Other requirements**:  Willingness to carry out other associated duties  Smart in appearance  Awareness of how the Students' Union is run and commitment to its core values | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | Application Form / Interview  Application Form / Interview  Interview  Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form /Interview  Application form / Interview  Application form/ Interview  Interview  Interview  Interview |
|  | **Additional Requirements**  Students will require a Facebook account and email address in order to sign up to shifts and keep up to date with updates and announcements | | |

Date: April 2017