

Global Lounge Ambassador Job Description

Role of Ambassadors:	To support the International Office in its activities and responsibilities
Duties:	<p>Primary duties may include:</p> <ul style="list-style-type: none"> • Supporting international student recruitment activity: This will include giving University of Bristol campus tours to a variety of audiences, including prospective students, parents and VIP visitors. You'll show groups around campus while answering questions about the University and talking about your personal experiences, allowing visitors and prospective students to learn more about the University and gain valuable insight from current students. Ambassadors tailor the tour routes to the interests of the visitors; so you'll have the opportunity to make your tours unique to you and your group. Other activities include assisting with on-campus events, such as agent / counsellor conferences and inward visits for groups of pathway students. You will also be supporting virtual events such as Postgraduate Open Days and pre-departure webinars. • Assisting with in person and virtual Welcome Lounge activities (video) for new international students during different intake periods in the summer, autumn and winter. This includes helping to facilitate social events and making new international students feel comfortable and at home by encouraging them to get involved with University activities, as well as supporting their transition to life in the UK with practical advice and personal experience. • Supporting Global Lounge events; including their programme of cultural celebrations, weekly Language Café sessions, day trips and more. Duties will include facilitation of events, actively engaging participants in activities, setting up and packing away, serving food, and additional tasks assigned on the day. Being prepared to be flexible and hands on is key! • Being front of house and acting as the first point of contact for visitors at the Global Lounge physical space in Senate House. This will include receiving visitors at the front desk - greeting, welcoming, and signposting them appropriately - assisting with managing venue bookings, answering phone enquiries and transferring calls, and receiving deliveries. Other tasks include ensuring the space is tidy and presentable, stocked with all the necessary stationery and refreshments. In preparation for events, ambassadors are asked to arrange tables and chairs in accordance with the event specification. <p>Other duties:</p> <ul style="list-style-type: none"> • Attending compulsory training sessions and showing initiative to learn new skills on the job • Helping to promote International Office activities on social media • Providing feedback to improve future processes • Assisting with general office tasks including support with desk research and other admin projects

	<ul style="list-style-type: none"> • Other tasks, projects and opportunities which may arise, ad hoc, within the International Office.
COVID-19 Safety information:	<p>Due to constantly changing COVID-19 regulations, some of your duties may need to be carried out virtually and some in-person activities may need to be put on hold. When in-person events are allowed, your primary duties will include adhering to COVID-19 guidelines and following health and safety practices, which will be covered in your induction.</p>
About you:	<p>Global Lounge Ambassadors must be current students at the University of Bristol. We welcome applications from all nationalities including UK nationals.</p> <p>You must be a student for the full academic year 2021/22. If you take a year abroad or industry placement during 2021/22, you may still apply now and work during the following year when you return to Bristol.</p> <p>Essential Skills:</p> <ul style="list-style-type: none"> • Excellent face-to-face communication and interpersonal skills; you must be able to engage with students and other visitors and communicate information clearly and confidently • Enthusiasm and commitment to helping international students and the wider University community • Enthusiasm and commitment to promoting the University of Bristol to prospective students and other visitors • Good problem-solving skills and ability to use your initiative • Sensitivity and knowledge of working with people from other cultures and diverse backgrounds • Good organisational skills; timekeeping and prioritisation <p>Desirable Experience:</p> <ul style="list-style-type: none"> • Experience of assisting with and / or running events • Experience in customer service • Experience of adjusting to a new culture
Physical Requirements:	<p>Global Lounge Ambassadors must be able to move around campus (including in cold or wet weather) in order to lead campus tours. If you feel you may experience any difficulties with this, please contact us.</p> <p>This role often involves light manual handling, for example moving boxes of around 5kg , and tables and chairs in preparation for events. If you feel that you would be unable to do this, you are still welcome to apply for the role – please contact us prior to your application to discuss.</p>
Why join the Ambassadors scheme?	<ul style="list-style-type: none"> • Paid work experience to enhance your CV and contribute to the Bristol PLUS award • Full training provided for you to build your knowledge and skills required for the role (customer service, leadership, event support and cultural awareness) • Meeting people from around the world and being part of the diverse and growing international student community

How to apply:	Please complete the application form . Successful applicants will be invited to a virtual interview followed by a virtual group activity with other candidates on Zoom.
Application Deadline:	The application period will close at 23:59 on Sunday 21 March 2021 . Successful applicants will be contacted on 1 April 2021.
Interview Date:	Applicants must be able to attend a virtual interview between Monday 19 April 2021 and Friday 30 April 2021 to be considered. You will be asked to select an interview slot which is most convenient to you.
Availability required:	<p>Successful candidates must complete the induction process which will involve reading digital information and attending a virtual training event to be confirmed with sufficient notice at a later stage. In-person training events will only take place when COVID regulations allow.</p> <p>To apply for the role, applicants must be available to work in Bristol during part of September 2021 to assist with the International Welcome Lounge. Some work will be available from 6 September and all ambassadors will be required to be available between 13 September and 1 October.</p> <p>Work hours throughout the year will be spread evenly between ambassadors depending on availability. During certain peaks, such as welcome weeks, you might be required to work 10 - 20 hours per week, whereas for the rest of the year hours will vary depending on work required and based on your availability (e.g. a few hours per month on average). Potential shifts include weekends and the summer break.</p>
Work arrangements:	<p>This is a one-year contract which is likely to be extended after reviewing the programme at the end of the year. You may only begin work after attending compulsory training and completing the required paperwork. If you are currently based overseas, you may not be eligible to begin work until you return to the UK due to tax implications. Further details will be highlighted to you during the registration process.</p> <p>All student workers should be aware of their weekly maximum work limits during term time. In addition, Tier 4 UK visa holders must comply with the work limits set by the Home Office.</p> <p>Work hours vary throughout the year. You should not rely on this job as a regular source of income.</p> <p>You will require a UK National Insurance number before you can start working in the UK. If you don't have one, you can apply but please apply for a National Insurance number immediately.</p>
Job Location:	University of Bristol campus locations (Clifton and Langford campuses), Bristol city locations, and occasional off-site events and remote working.
Pay:	£9.30 per hour base, plus payment in lieu of holiday allowance
About us:	<p>The International Office recruits new international students from around the world and helps them settle at the University of Bristol. Likewise, we help our students take part in overseas study and work programmes during their degree. We are also responsible for hosting international visitors coming to the University.</p> <p>The Global Lounge - which is open to all students and staff - aims to celebrate diversity in the Bristol, and University community, encouraging students to</p>

exchange their cultural experiences and heritage. We run an exciting annual programme of events, including global celebrations and the Language Café.

Contact us:

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