

The University of Manchester

Role Description

Role Title:	Global Guidance Ambassador
Type of Engagement:	Casual
Working Hours:	8-12 hours per week (depending on student's academic schedule and needs of the office)
Number of Posts:	6
Salary Details:	£7.05 - £7.50 per hour (depending on age)
Reports to:	International Programmes Administrator
Organisation/Unit:	International Programmes Office, Student Recruitment and International Development Division (SRID)
Date:	July 2017

Introduction

The International Programmes Office (IPO) is responsible for the administration and management of International Exchange and Erasmus programmes at The University of Manchester. The IPO promotes international mobility, advises and supports Manchester students who spend time abroad as part of their programme of study, and also supports students from abroad who wish to spend a semester or year studying at Manchester.

The International Programmes Office forms part of the International Relations team in the Student Recruitment and International Development Division (SRID). SRID is part of the Directorate for the Student Experience.

Overall Purpose of the role:

Global Guidance Ambassadors will play a role in supporting the activities of the International Programmes Office, particularly in relation to Manchester students going abroad. In 2017/18, around 1,500 undergraduate students will participate in a period abroad. Global Guidance Ambassadors will support the study abroad process by acting as student representatives for the programmes. Global Guidance Ambassadors will be based on the first floor of University Place, which serves as a hub for students to seek information and ask questions regarding study abroad opportunities. The role of Global Guidance Ambassadors is focused on the promotion of international opportunities at the University of Manchester and assisting with pre-departure preparation.

Key Tasks

- Act as a first point of contact and source of information for prospective study abroad students;
- Provide preliminary information to students, including general details of available opportunities, application processes, and pre-departure preparation;
- Enthusiastically and accurately promote international opportunities across the University of Manchester campus. This may include class presentations, helping with events, providing a student perspective at pre-departure sessions or contributing to publications;
- Field enquiries received by the IPO in person and by email, responding promptly with accurate and helpful information;
- Help maintain the IPO's web presence by contributing to social media and maintenance of the My Placement site;
- Take responsibility for individual or small group projects to support the IPO's work;
- Be a reliable and positive representative of the University of Manchester's IPO.

Eligibility

Applicants must:

- Have participated in a semester or year abroad as part of their University of Manchester undergraduate degree (**including**: Erasmus+ study or work placements, International Exchange Programme placements, official industrial experience placements, AMBS international placements, language placements; **excluding**: summer programs, Medicine programmes)
- Currently be a University of Manchester undergraduate student (usually in their final year of study);
- Maintain student status throughout the period of employment;
- Be available for at least eight hours per week during term time and be willing to work for the IPO on a casual basis for 2 semesters;

Essential Knowledge & Skills

- Passionate about helping future study abroad students;
- Positive and enthusiastic about their study abroad experience;
- Confident, flexible and pro-active approach to work;
- Strong presentation skills;
- Good interpersonal and communication skills and the ability to deal with students and a wide variety of people in a polite, friendly and confident manner;
- Good organisational skills with excellent attention to detail and a high degree of accuracy;
- An ability to work on own initiative and to work as part of a team;
- Good IT skills, with experience of email communication, accessing online information and using social media;
- Time management skills.

Desirable Knowledge, Skills & Experience

- Experience of working in a customer-focused environment;
- Experience of public speaking.

Appointment Details

This is a casual role available during term-time for two semesters. Time worked will generally be scheduled between Monday-Friday, 9:00-17:00 at University Place. Global Guidance Ambassadors are expected to be available for at least two regular shifts of 3 – 5 hours during this time. Global Guidance Ambassadors may be asked to work outside regular office hours if necessary (e.g. during pre-departure programme, etc.). Global Guidance Ambassadors need to be prepared to work flexible hours; if you have a lot of existing commitments, please carefully consider whether you would be able to make time for the role before applying.

The closing date for applications is **midnight on Sunday 13th August 2016**. Applicants should submit a CV and cover letter via email to goabroad@manchester.ac.uk. In the cover letter please explain why you are interested in position and demonstrate how you meet the criteria.

Interviews will take place the week before Welcome Week, 11th – 15th September. Shortlisted candidates should be prepared to be in Manchester during this time in order to attend an interview. Successful candidates will be required to attend a training session that will be held at the end of September. The official start date for the Global Guidance Ambassador positions will be Monday 2nd October.

If you have any further questions about the role please contact Ronia Salman-Lord, International Programmes Administrator: ronia.salmanlord@manchester.ac.uk, +44 (0) 161 275 3053.

Please note that if you have not heard from us within 3 weeks of the closing date, then you may assume that, unfortunately, you have not been successful on this occasion.