

## Welcome Ambassador 2023-2024 job description

### Introduction

UCL welcomes over 26,000 new students each academic year and runs a busy schedule of on campus welcome and induction activities in September, October and January.

Welcome Ambassadors are required to help with the successful running of these activities and provide support to new and current UCL students to complete their enrolment on campus. Welcome Ambassadors play an important role in making sure our students feel at ease and welcome by being friendly, offering support and advice where necessary.

Our Welcome Ambassadors work across both the UCL Bloomsbury campus and UCL East campus, acting as a welcome point for students, providing clear information and directions so our students are supported in completing any on-campus enrolment tasks and can locate the student services they require. The Welcome Ambassador role is versatile with such tasks including:

- meeting and greeting students on campus;
- providing directions;
- leading campus tours;
- managing queues for key enrolment tasks such as ID or Student Visa collection;
- helping run events and services on campus.

This is an excellent opportunity for students to gain experience of working at a large-scale event as well as develop interpersonal, team working and organisation skills. Welcome Ambassadors will be supported by a Senior Welcome Ambassador and trained by the Welcome & Induction Team to undertake their duties. Please note that the Welcome & Induction Team select which Welcome Ambassadors will also be able to work as Senior Welcome Ambassadors and is not a position you can apply for.

### Welcome Ambassador pay

Our Welcome Ambassadors are paid through Unitemps at the following rates:

- Welcome Ambassadors - [£13.31 per hour + £2.57 per hour in holiday pay. This equates to £15.88 per hour.](#)

### Application route

1. Form application  
You will be required to submit an application via the Microsoft Form where you will be asked why you want to become a Welcome Ambassador and what qualities you would bring to the role.
2. Online interview  
From the applications, we will select a certain number to then interview via Microsoft Teams where you will be asked a series of questions about your suitability for the Welcome Ambassador role.
3. Selection  
We will then select the new Welcome Ambassadors we will be hiring for the 2023/2024 academic year.

<b>Person Specification</b>
• Excellent personal organisation.
• Good interpersonal skills and proactive in helping students.
• Excellent communication skills, with the ability to adapt your approach to different student groups.
• Punctual, reliable and responsible.
• Adaptable and flexible.
• Able to work well in a team and share relevant information.
• Enthusiasm for UCL and keen to support fellow students settle into university life.
• Ability to observe and follow set procedures and guidance.
• Knowledge of MS Teams is desirable

<b>Duties and Responsibilities</b>
• Take part in one of the compulsory training sessions in September 2023.
• To arrive on time for your allocated shift and attend the morning briefing for any key updates.
• Be a welcoming, friendly, and visible presence on campus.
• Act as general welcome ambassador, lead campus tours, manage the flow of students into the ID and Student Visa collection rooms and support with the Welcome Fair.
• Provide information and advice to students either individually or to large groups.
• Work alongside and communicate with other Welcome Ambassadors and when necessary, refer more specific queries to a Senior Welcome Ambassador.
• Follow and adhere to UCL's fire and safety regulations.

For further information about the Welcome Ambassador Programme 2023/2024, please check out the [website](#) where there is a video and a series of FAQs.

If you would like to apply, please do so via our [application form](#).