

Welcome Ambassador 2024-2025 job description

Introduction

UCL welcomes over 27,000 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 and trained by the Welcome & Induction Team to undertake their duties.

Welcome Ambassador pay

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

- Welcome Ambassadors - [£14.54 per hour + £2.72 per hour in holiday pay. This equates to £17.26 per hour.](#)

Application route

1. Form application
You will be required to submit an application via the Microsoft Form where you will be asked for some information about yourself and give a written answer to a question.
2. Group interview
From the applications, we will select a certain number to then take part in an in-person group interview where you will take part in some group activities which will assess your suitability to be a Welcome Ambassador role.
3. Selection
We will then select the new Welcome Ambassadors we will be hiring for the 2024/2025 academic year.

| Person Specification |
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| <ul style="list-style-type: none">• Excellent personal organisation. |
| <ul style="list-style-type: none">• Good interpersonal skills and proactive in helping students. |
| <ul style="list-style-type: none">• Excellent communication skills, with the ability to adapt your approach to different student groups. |
| <ul style="list-style-type: none">• Punctual, reliable and responsible. |
| <ul style="list-style-type: none">• Adaptable and flexible. |
| <ul style="list-style-type: none">• Able to work well in a team and share relevant information. |
| <ul style="list-style-type: none">• Enthusiasm for UCL and keen to support fellow students settle into university life. |
| <ul style="list-style-type: none">• Ability to observe and follow set procedures and guidance. |
| <ul style="list-style-type: none">• Knowledge of MS Teams is desirable |

| Duties and Responsibilities |
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| <ul style="list-style-type: none">• Take part in one of the compulsory training sessions in September 2024. |
| <ul style="list-style-type: none">• To arrive on time for your allocated shift and attend the morning briefing for any key updates. |
| <ul style="list-style-type: none">• Be a welcoming, friendly, and visible presence on campus. |
| <ul style="list-style-type: none">• 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. |
| <ul style="list-style-type: none">• Provide information and advice to students either individually or to large groups. |
| <ul style="list-style-type: none">• Work alongside and communicate with other Welcome Ambassadors and when necessary, refer more specific queries to a Senior Welcome Ambassador. |
| <ul style="list-style-type: none">• Follow and adhere to UCL's fire and safety regulations. |

For further information about the Welcome Ambassador Programme 2024/2025, 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.