POSITION DESCRIPTION

Hamilton Student Ambassador

Vision

We will
• deliver a world-class education and research portfolio
• provide a full and dynamic university experience which is distinctive in character
• pursue strong international linkages to advance knowledge

The over-arching themes of this Vision are:
• Excellence
• Distinctiveness
• International Connectedness

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
• Tu ngātahi me te Māori
• Mahi pono
• Whakanui i ngā huarahi hou
• Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
• Partnership with Māori
• Acting with integrity
• Celebrating diversity
• Promoting creativity

1. GENERAL

The Future Students team is part of the Assistant Vice-Chancellor's Communications, Marketing and Engagement Division. The AVC, who leads the division, reports to the Vice-Chancellor. The Communications, Marketing and Engagement division plays a key role in profiling and positioning the University of Waikato as a first choice among its diverse community, target and stakeholder groups.

The Division provides integrated services with a focus on relationship development and management. The AVC is responsible for marketing and communications strategy, the University of Waikato brand and corporate identity, events, sponsorship, market research, student recruitment, and University-level relationships with stakeholders, including Government, public sector agencies, media, issues management, advertising and major private and community sector organisations.
2. **POSITION PURPOSE**

To support the Future Student Team in their work with prospective students and their influencers by sharing their University of Waikato student experience. By providing information to prospective students and promoting the University of Waikato as a tertiary destination, student ambassadors contribute effectively to the student recruitment function of recruiting quality undergraduate and graduate students.

3. **ACCOUNTABILITY**

Student Ambassadors are responsible to the Future Student Adviser (Student Ambassador Management)

4. **FUNCTIONAL RELATIONSHIPS**

**Internal:**
- Associate Director Future Students
- Future Student Adviser (Student Ambassador Management)
- Future Students Team
- Division team members
- Other University staff
- Other Student ambassadors

**External:**
- Prospective students and influencers
- Secondary School staff
- Representatives from other tertiary institutes, businesses and organisations

5. **KEY TASKS AND PERFORMANCE STANDARDS**

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<tr>
<th>Key Tasks</th>
<th>Performance Objectives</th>
<th>Key Result Areas</th>
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| **EXTERNAL TASKS:** distributed on the basis of availability – some may require overnight travel. These are specified dates and times organised between the Future Student Advisors and High Schools. | ★ All activities must be responded to in a timely manner. | ★ Career Advisers are satisfied  
★ Future Student Advisers have sufficient support  
★ Prospective students receive sufficient information |
| ★ If scheduled to attend, be reliable and show up or provide sufficient notice | ★ Complete in a safe and healthy practice. | ★ |
| ★ Complete in a safe and healthy practice. |                          |                                                                                   |
| Visit assigned secondary schools               | ★ Travel to the specified school  
★ Work individually or with other Future Students team members to support prospective students and portray accurate information about the University  
★ Attend in a professional and presentable manner  
★ Present enthusiastically in front of large and small groups | ★ Future Student Advisers have sufficient support  
★ Prospective students receive sufficient information |
| Attend careers evenings at secondary schools and information evenings in regional centres, and careers expos | ★ Travel to the specified location (transport provided by FS)  
★ Work both individually or with other Future Student members to support prospective student and portray accurate information of the University  
★ Attend in a professional and representable manner | ★ Future Student Advisers have sufficient support  
★ Prospective students receive sufficient information  
★ Guardians receive |
<table>
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<tr>
<th>Role Description</th>
<th>Required Actions</th>
<th>Support</th>
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| Assist students in schools with the online application process                  | • Travel to the specified school  
• Work individually or with other Future Students team members to support prospective students through the online application process.  
• Provide accurate course advice information  
• Attend in a professional and presentable manner  
• Be enthusiastic and supportive | • Career Advisers are satisfied  
• Prospective students receive sufficient information  
• Prospective students become applicants |
| Assist with on campus and off campus recruitment events such as Open Day, Experience Waikato Days, Fieldays, Hamilton Expo and others as required | • Travel to the specified location  
• Work individually or with other Future Students team members to support prospective students  
• Portray accurate information regarding the University  
• Attend in a professional and presentable manner  
• Be enthusiastic whilst presenting and observing  
• Assist students to find where they need to be  
• Assist general public to build positive identification with the University | • Career Advisers are satisfied  
• Prospective students receive sufficient information  
• Guardians receive sufficient support  
• Wider public think positively of the University of Waikato |
| **INTERNAL TASKS:** distributed more flexibly – all completed on campus or the Future Students office at the University of Waikato. All activities must be completed in a safe and healthy practice. | • All activities must be responded to in a timely manner.  
• If scheduled to attend, be reliable and show up or provide sufficient notice  
• Complete in a safe and healthy practice. | |
| Take students and/or parents on campus tours                                      | • Work individually to assist prospective students in viewing key areas of the University.  
• Portray accurate information in regards to buildings, facilities and the Halls of Residence  
• Be prepared to answer additional questions independently  
• Attend in a professional and presentable manner  
• Be enthusiastic whilst presenting and observing | • Prospective students receive sufficient information  
• Guardians receive sufficient support |
| Assist with administrative tasks within the Division as required                  | • Work individually or with other Future Students team members to assist in application and general queries  
• Provide accurate information in regards to student queries  
• Be enthusiastic and supportive  
• Use initiative to offer assistance when hours need completing | • Prospective students receive sufficient information  
• Guardians receive sufficient support  
• Future Student Advisers receive sufficient support |
| Maintain a safe and healthy work environment                                        | • Use initiative and take precaution when necessary  
• Be responsible and report any incidents  
• Provide perspective if you believe something could be performed safer | • A safer environment is provided to all stakeholders |
Any other duties as required that are consistent with the position held

- Work individually or with other Future Students team members to assist in other appropriate duties
- Be enthusiastic and supportive
- Future Student Advisers receive sufficient support

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Current student at the University of Waikato

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Public speaking and presentation skills using a range of media.
- Able to work independently.
- Able to exercise judgement and use initiative.
- Understands client service delivery.
- Full, clean driver’s license.

Preferred

- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

PERSONAL QUALITIES

- Reliability.
- Friendly, courteous, outgoing personality.
- Able to be a supportive team member.
- Able to deal appropriately with a broad range of prospective students
- Understanding and empathy for multicultural issues.
- Time management.
- Will respect confidential information.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes, research and service.
- A commitment to equal opportunity and to the University’s partnership with Māori as intended by the Treaty of Waitangi.