

**Responsible to:** Community Engagement Coordinator

**Outline of Post:** To work pro-actively towards making the local community a safer, cleaner, greener, and more cohesive place for all residents and fostering good relations between student and non-student residents.

**Working hours:** Required a minimum of 4 hours and a maximum of 20 hours per week. Hours and times vary, but will be mainly daytime shifts with some weekend and evening work including a weekly meeting. There is some limited opportunity for vacation work.

Community Ambassadors must attend a compulsory team meeting every Wednesday, 2PM-3PM, during term time.

## JOB DESCRIPTION

1. To engage with students and other members of the community, providing helpful and friendly guidance and support on a range of issues and showing high standards of customer care at all times.
2. Where something cannot be resolved immediately, to have the knowledge to be able to refer the query onto other sources of help, i.e. Guild Advice, Community Safety Team, Birmingham City Council.
3. To keep knowledge up-to-date in relation to other relevant areas of help available.
4. Take part in proactive patrols in the community, campaigning, identifying issues with waste and recycling and advising individuals on key community issues.
5. To visit people on their doorstep in response to issues and complaints made to the Community Ambassadors.
6. To contribute to cohesion within the local community.

7. To assist in the delivery of departmental activities, including supporting the Community Pantry and Community Breakfast.
8. To support a wide range of projects and events in the community and on campus.
9. To raise the profile of the Community Ambassador Scheme and to promote it positively to students and the wider community.
10. To attend training and 121's.
11. To attend weekly team meetings on Wednesdays, 2PM-3PM, during term time.
12. To observe Health & Safety guidelines and procedures in relation to your post, and to report any faults, hazards or problems to your line manager.
13. To ensure you are familiar with any appropriate emergency procedures and be able to implement these effectively when required.
14. To attend work looking clean, smart and wearing uniform
15. To carry out any other reasonable duties, in addition to those above, as directed by your Line Manager and as and when required.

## PERSON SPECIFICATION

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus, with an understanding of your impact on the student and community experience.
- Strong communication skills, including speaking confidently to students and other members of the public.
- Understanding of issues that affect students within a community setting.

- A good standard of IT and a willingness to learn new skills – Including Microsoft Word, Excel, email and the Internet, e.g. social media sites.
- Confident with social media, to raise awareness of the Scheme and increase our engagement; this may include posting content and being in front of the camera.
- Knowledge of relevant support services at UoB and in the community.
- An active interest in improving community relations.
- Experience of working within a team.
- Experience of helping others.
- Personable skills in order to establish strong working relationships with a range of individuals.
- Experience of working under pressure or in an unexpected situation, and using your initiative to problem solve.
- Sensitivity and impartiality in difficult situations.
- Confidentiality when handling personal information.
- Good organisational skills when balancing academic work alongside your employment.
- Flexibility, commitment and punctuality.