



POSITION DESCRIPTION

Future Student Ambassador

December 2022

UNIVERSITY of 
TASMANIA

Position Summary

College / Division	Division of Future Students Recruitment & International
School / Section	Future Student Journey
Location	Hobart Launceston Burnie Sydney
Classification	HEO 1 casual
Reports to	Student Ambassador Program Coordinator
Direct reports	0

The Opportunity

The role of a Future Student Ambassador is to engage future students and their influencers to promote the University of Tasmania. The position supports Future Student staff in the delivery of presentations, campus tours, webinars, University open days, career markets, University events and expos. Ambassadors support the Future Student Journey team by answering phone, email and online chat enquiries from future students and supporting first year students to enrol. Ambassadors work with the Marketing team to create Social Media content. Training will be provided so ambassadors are able to provide prospective students with information about the University of Tasmania on topics such as degrees, admission processes, alternative pathways, scholarships, services and facilities. Ambassadors will also be required to communicate personal university experiences to a range of audiences.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We are an inclusive workplace committed to “working from the strength that diversity brings” reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life

course bring. Applications are encouraged from all sectors of the University of Tasmania student community.

Accountabilities and outcomes

Purpose

Future Student Ambassadors play a key role within the team engaging with future students and sharing their university experiences through contact centre work, school talks, careers expos, on campus events such as Open Day and online communities. In addition to future student liaison, the Future Student Ambassadors must be able to communicate effectively with both academic staff, professional staff, external stakeholders and members of the community. Ambassadors will be required to work alongside Future Student staff and in some instances independently. The role supports the University's student recruitment and engagement strategies to attract and convert high-quality students and optimise the enquiry to enrolment journey.

Key Result Areas/Duties you'll perform

- Attend various recruitment and engagement activities and events to engage with future students and their influencers about university experiences, course offerings, support services, facilities and university life.
- Support University of Tasmania staff in the delivery of online and in person presentations about the University of Tasmania to future students.
- Assist with the preparation of materials, setup and pack down of events and other administrative tasks as required.
- Support the Future Student Journey team with inbound and outbound phone, email, and online chat enquiries to prospective students.
- Assist Marketing in the creation of social media content.
- Contribute to the achievement of agreed lead, application, and enrolment targets through tactical outbound engagement with future students.
- Work as part of a team under the leadership of the supervising University staff, and to work with minimal supervision or independently to complete allocated tasks.
- Develop a profile documenting university experiences for use in university promotional tools, including but not limited to the website, videos, testimonials and publications.
- Represent the University in a positive, friendly manner within the community, with a focus on increasing awareness of university degree offerings and enhancing the reputation of the University.
- Adhere to University safe work practices, to lift loads of up to 10 kilograms, and effectively use associated equipment such as trolleys, AV equipment, and construct displays/marketing materials.
- Other duties as required.

Behavioural Expectations

We aim for everyone to have a positive experience at our university, and all staff contribute towards creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success Criteria

- Current status as an undergraduate or postgraduate University of Tasmania student (note, ambassadors can continue duties up to one year after course completion).
- Ability to demonstrate an understanding of the key elements of the student experience on a specific campus and ability to learn about other campuses.
- Ability to relate to future undergraduate and postgraduate students, and a sound understanding of the influences that impact upon their choice of a university degree or pathway program.
- Ability to relate to local communities and a wide range of target groups within the community.
- Experience with public speaking (in person and online) and strong interpersonal skills with demonstrated ability to engage an audience and show initiative.
- Demonstrated ability to build rapport with diverse audiences through in person, phone and online communication and a willingness to speak positively of your study experience.
- Understanding your course of study, and the ability to learn about other courses of study.
- Proven time management and strong organisational skills with a high level of attention to detail.

Desirable Requirements

- Ability to travel intrastate/interstate and regularly work outside of usual business hours.
- Current 'C' class driver's licence or valid overseas driver's licence.
- To have completed at least one semester of study, unless undertaking a fast-track course in which you are welcome to apply during your first semester.

Other Requirements

- To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa (including an international student

visa) that enables you to fulfil the requirements of this role. You must be an onshore student living in Australia.

- Current Working with Vulnerable People registration (or to be obtained)
- Current Police Check (or to be obtained)

COVID-19

The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.

Decision Making Authority/Level of Responsibility

Tasks to be performed under the supervision of the Tasmanian Future Students team within the context of the University's policies and performance expectations.

Workplace Health and Safety

- All staff will assist the University to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations and develop safe work procedures.
- All supervising staff are required to implement and maintain the University's WHS Management System in areas under their control, ensuring compliance with legislative requirements and established Policies, Procedures and Guidelines and, provide the appropriate information, instruction, training and supervision.
- Staff will inform their supervisor of any unsafe working practices or hazardous working conditions.
- It is the responsibility of the applicant to obtain a working with Children Check and a Police check, the cost of which will be met by the University of Tasmania.



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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position