



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

[Link to Leeds Ambassador, International Market Development](#)



Rate of pay: £8.27 per hour (University Grade 2)

Interviews are expected week commencing 22 January 2018

Reference: CSIMD1016

Duration: February 2018 until August 2018/ongoing

Opportunities to continue on the scheme on an ongoing basis (past August) will be available

Link to Leeds Ambassador

International Market Development

Do you want to help prospective international students in making a decision to come to Leeds? Do you have experience working/volunteering as an ambassador for your school or the University? Then Link to Leeds could be the perfect thing for you!

We are looking for current students to join our team of Link to Leeds ambassadors in being a first point of contact for international students interested in studying at the University.

Ambassadors will act as an information point, via a variety of channels (including instant messaging, emails and chat events) for international applicants seeking pre-arrival information and who are keen to hear current students' experiences of the city and University. Ambassadors will be assigned ad hoc tasks and projects relating to the scheme, such as writing blog posts about specific topics and taking part in country specific events.

Ambassadors who actively engage with the Link to Leeds scheme will be given opportunities to undertake further work for the International Office, including leading campus tours, representing the University at events and supporting events taking place on campus.

In order for the scheme to be successful, our ambassadors need to be from a range of countries, levels of study and subject areas and this will be taken into account when shortlisting.

More information about the scheme can be found on the website:

www.leeds.ac.uk/linktoleeds

Please note that this vacancy is only available to current international/EU students at the University of Leeds.



What does the role entail?

The following is an outline of the main duties of the role. Further information will be given at the training.

- Ambassadors will spend 2-3 hours per week at a location of their convenience responding to emails or making skype calls; and for an hour every other Wednesday at the International Office taking part in online chat events.
- Ambassadors will act as a first point of contact for international applicants and offer holders contacting the University from overseas, and will provide information about the University, the city of Leeds, studying in the UK and details relating to the arrival in Leeds in September.
- Respond to queries efficiently, accurately and in a timely fashion.
- Represent the University professionally and positively.
- Present information accurately, addressing the student's needs and interests, referring them to relevant information where necessary from a range of services and departments.
- Complete an ambassador profile to feature on the Link to Leeds web pages. This profile will give details of your course, nationality and a description of your experience at Leeds so far.
- Contribute to the content of websites, blogs and publications by undertaking assigned tasks and projects.
- Encourage students to choose Leeds and promote the University as an excellent destination for study.
- Complete a log and submit timesheets to accurately record hours and enquiries.



What will you bring to the role?

As a Link to Leeds ambassador you will have:

- Ability to act as a positive ambassador for university and city in a confident, friendly and professional manner. (A/I)
- A high level of fluency in spoken English and the ability to communicate effectively with people whose first language is not English (I)
- Experience of providing effective customer service and can demonstrate a commitment to “going the extra mile” to meet the needs of others, presenting information and explaining complex systems clearly. (A/I)
- Ability to work supportively in a team to achieve the team’s aims, with the ability to demonstrate what makes a successful team (I)
- Ability to understand and identify the needs of new international students, and use initiative, problem-solving skills and effective consultation to make decisions on how to provide the best information or support possible (A/I)
- Experience of being an international student at the University of Leeds (A)
- Experience of being involved in University or community life outside academic studies (A/I)

You may also have:

- Ability to speak one or more languages in addition to English.
- Experience of working as an ambassador for the University (centrally or within a school/faculty).

How to apply

Applications should be submitted online by **23.59** (UK time) on the advertised closing date.

Contact information

For any questions regarding this role and/or the Link to Leeds scheme, please email linktoleeds@leeds.ac.uk

