

Role Description

Faculty/Service:	Marketing
Department:	Undergraduate Marketing / Postgraduate Marketing
Role Title:	Event Rep
Hourly Rate	£8.53 per hour (£9.10 per hour if over 25 years old)
Role Purpose:	To provide a high quality of customer service support at on-campus undergraduate student recruitment events, including Open Days, NU Experience Days and Confirmation and Clearing. To act as a point of contact for potential students at these events and to positively influence them to apply to Northumbria University, as well as offering additional support to the Events team where necessary.
Reports to:	Undergraduate Events Administrator / Postgraduate Marketing Assistant

Northumbria University is an ambitious organisation with a clear vision for the future. We want to establish ourselves as a market-leading, new kind of excellent university that attracts quality students. We are looking to recruit a friendly and enthusiastic team of current students to support the Undergraduate and Postgraduate Events teams in delivering our programme of on-campus recruitment events.

Our Event Reps are in the best position to show prospective students and their families just why Northumbria is so great, positively promoting the student experience to potential students. Successful candidates should be able to demonstrate outstanding customer service skills, be self-motivated and an excellent communicator.

With a wide range of roles required across our vibrant campus, this is an exciting opportunity for anyone wanting to develop a versatile range of skills in a customer driven environment, whilst working around their studies. Training will be given.

General Duties and Responsibilities:

- Support the Undergraduate and/or Postgraduate Events teams in delivering a programme of on-campus undergraduate recruitment events.
- Events will include Open Days, NU Experience Days and Confirmation and Clearing, as well as other ad hoc administrative opportunities.
- Be an ambassador of Northumbria and positively promote the University.
- Work alongside academics to engage with prospective students about your course and experiences at Northumbria.
- Demonstrate a flexible attitude while undertaking a variety of roles across the events.
- Undertake other responsibilities as required.

Examples of Roles: *(but not exhaustive)*

Open Day and NU Experience Days

- Talking to prospective students on subject stands.
- Campus and Facility Tours.
- Support academic staff with engaging talks about your course and student life.
- Directing visitors around the Campus or from City centre points.
- Meeting and greeting and registering visitors when they arrive.
- Helping set up and de-rig the event.

Clearing

- Answering phone calls from applicants who are applying through Clearing.
- Inputting data from the applicants and transferring their call to the relevant academic department.

Other

- Handing out flyers to recruit new Event reps.
- Putting together packs in preparation for events.

The **benefits** of being an Event Rep will include:

- Earning money!
- Developing skills that will look great on your CV, including teamwork, communication and self-confidence.
- Work experience, which employers look for when recruiting graduates.
- Meeting new people and getting involved with on-campus activities beyond lectures.
- Flexible working around your studies.

Expectations:

- **Reliable** - if you are offered a shift to work at an event you are expected to arrive on time, ready to work.
- **Professional** - you are in front of customers representing Northumbria University, so we expect you to take your role seriously and act professionally at all times.
- **Approachable** - you should be polite, friendly and approachable at all times, it is your role to be proactive and engage with visitors at our events.

Location:

City Campus and Coach Lane Campus

Attendance Requirements:

A mandatory training session must be attended before shifts can be allocated.

Person Specification

Faculty/Service: Marketing **Role Title:** Event Rep

		E/D
1.	Experience	
a	You must be a current Northumbria University undergraduate or postgraduate student.	E
b	Recent experience of the UK education system and awareness of the process of applying to higher education.	E
c	An awareness of issues relating to progression to higher education.	D
d	An awareness of Northumbria University's range of available courses and entry requirements.	D
e	Previous experience of working in a customer focussed environment.	D
2.	Skills and Abilities	
a	Excellent verbal communication skills; able to talk confidently and clearly with visitors and staff.	E
b	Comfortable sharing your experiences of Northumbria in a positive light with prospective students and their families.	E
c	Excellent interpersonal skills; able to relate to visitors with confidence and assist them.	E
d	Approachable with a positive attitude; pro-active and enthusiastic.	E
e	Ability to actively listen and follow instructions: able to assimilate information quickly and accurately and act accordingly.	E
f	Ability to use your initiative and be flexible when dealing with unexpected situations.	E
g	Ability to work well as part of a team and support colleagues.	E
h	Reliable with good time-management skills.	E

E = **Essential**
D = **Desirable**