

Student Ambassador

Position Number	Multiple Casual Positions
Campus Location	Townsville, Cairns, Mackay and Rockhampton
Classification	Casual Higher Education Worker Level 1
Hours per week	Casual – until December 21, 2020
Reports To	Team Leader, Activations
Supervisor Position Number	0
Number of positions supervised	0
Date Last Reviewed	October 2019
Evaluation Approval Number	2019150

Position Overview

Student Ambassadors positively represent James Cook University (JCU) at events by providing an opportunity for prospective students to have direct contact with successful role models currently studying at University. The incumbent is required to inspire others to consider tertiary education as an option for their future and to also assist with University recruitment activities including campus tours, University Open Days, Career Expos, visits to high schools and other recruitment events.

Chancellery

The Chancellery consists of the Chancellor, Vice Chancellor and President, Chair of Academic Board, Office of the Chief of Staff, Marketing, International, and Advancement Directorates, and State of the Tropics project. The Chancellery provides a centralised point for the facilitation, coordination and oversight of all corporate governance; marketing activities; international compliance and student support; alumni and fundraising; government relations; and external engagement both domestically and internationally.

The Chancellery provides support to the Vice Chancellor and the Executive Group on governance and management issues and in particular supports the Vice Chancellor to discharge her duties. The Vice Chancellor and President of the University is the equivalent of the Chief Executive Officer of a substantial company. The Vice Chancellor is responsible for the overall leadership and management of the University and plays a prominent role in outward facing activities of the organisation, including national, international and community engagement.

Marketing Directorate

The Marketing Directorate is accountable for strategic brand management and demand side revenue in domestic markets. It supports the University Plan through business development, integrated marketing communications, and sales activity which is relationship centred across various customer and market segments; Customer Experience (CX) which is easy, effective and engages the emotions; actionable insight in developing competitive advantage; and an agile approach in bringing to market new products and services. Outcomes are measured in terms of a suite of Key Performance Indicators including lead generation, lead nurture, and lead conversion; student acquisition and retention; widening participation in Higher Education, customer loyalty; customer satisfaction; and a return on effort.

Organisational Charts

[James Cook University](#)

Principal Accountabilities

1. Effectively communicate with people of all ages to encourage, motivate and inspire prospective students to commence, continue and/ or complete their studies successfully.
2. Provide prospective school leaver and non-school leaver students and their families with a positive insight into university life and study based on own experiences.
3. Provide prospective students and families with basic information on application and admission processes, James Cook University diploma and degree offerings and student services.
4. Actively participate at Open Day, information evenings, University Experience, high school visits, career expos, campus tours and other recruitment events representing JCU in a positive and courteous manner.
5. Assist with pre and post event set up and pack down activities by following instructions given.
6. Demonstrate and maintain an understanding of JCU and QTAC processes in relation to student admissions, enrolments, scholarships and student placement.
7. Assist with administration tasks including the preparation of collateral required at events, packing of collateral and other related duties.
8. Proactively participate and engage in basic training as required to fulfil the obligations of the position in relation to organisational wide responsibilities including workplace bullying and harassment, code of conduct, workplace health and safety, multi-skilling, job rotation and record management.
9. Demonstrate a commitment to the University values.
10. Support the principles of the TropEco program and engage in commitment to JCU sustainability goals and objectives.
11. Support the University's commitment to the principles of Reconciliation, which exemplify respect for Aboriginal and Torres Strait Islander heritage and the valuing of justice and equity for all Australians.

Descriptors

There are generic responsibilities that apply to all James Cook University staff. Your specific level descriptor can be found with the [Enterprise Agreement](#).

Generic Accountabilities

There are generic responsibilities that apply to all James Cook University staff.

1. The ***Student Ambassador*** is required to observe the lawful and reasonable directions, policies and decisions of the University Council, understand and comply with the Enterprise Agreement, the Statutes and Rules of the University, the policies and decisions of the University Council and other appropriate University authorities, as in force from time to time.
2. The ***Student Ambassador*** is required to demonstrate a personal commitment to ensure personal safety and the safety of others and contribute to the continuous improvement of our WHS performance. This includes the effective implementation and compliance with James Cook University WHS policies, procedures and safe systems of work, together with all relevant legislation, duties and obligations. Contribute to the continuous improvement of our WHS performance.
3. The ***Student Ambassador*** is required to exercise proper discretion in all matters affecting the well-being of the University which involve public writing or speaking in accordance with the University's [Code of Conduct](#).

Special Conditions

- It is a requirement of this position to hold a current Working with Children Suitability Card (Blue Card).
- It is a requirement of this position to work outside of the ordinary span of hours.
- It is a requirement of this position to hold a current 'C' class Queensland Driver's License.

Selection Criteria

Selection and appointments will be assessed against selection criteria.

Essential

1. Currently studying a degree in any field at James Cook University (JCU) and have completed a minimum of one year.
2. Ability to positively represent and promote JCU.
3. Courteous and effective oral communication and interpersonal skills.
4. Proven basic understanding of JCU and QTAC processes in relation to student admissions, enrolments, scholarships and student placement.
5. Demonstrated ability to follow close direction and instructions in an efficient manner.
6. Ability to communicate with influence and escalate queries when appropriate.