

Position description

Position title: Student Ambassador

Classification: Casual

Organisation unit: Students

Department: Future Students / Domestic
Recruitment and Admissions

Position purpose

Swinburne Student Ambassadors (Ambassadors) represent Swinburne University in Australia through a variety of methods including hosting presentations, attending career expos both on and off campus, running campus tours and assisting with events such as the annual Open Day. The position represents Swinburne at recruitment events, raising the awareness and visibility of the Swinburne brand through engagement activity with secondary schools; they also provide advice to prospective students, their parents and career practitioners regarding the study options available at Swinburne, from a first-person perspective.

Ambassadors are also exposed to opportunities within other teams at the university, including working in the Future Students centre Student HQ, the contact centre, and the Professional Placements team. These additional opportunities are opt-in and presented where Ambassadors meet the criteria for the role/s and is subject to their availability. The opportunities range from casual one-off shifts of a minimum of 3 hours, to longer term assignments that can span a few days or weeks.

Location

This position is primarily located at the Hawthorn campus, but Ambassadors may be required to undertake duties at any of the University's campuses and a range of alternative locations (e.g., high schools) across Victoria. Thus, the incumbents must be willing to travel between campuses and work at a range of locations.

We are aware that like most university students, you may be busy with other activities, so please consider your current and upcoming commitments to ensure that you will be able to fulfil the requirements of the role.

Commitment

You are expected to attend a paid, training session on Tuesday 15 April 2025. There are several additional events that you are required to be available for throughout the year, including:

Group interview dates (Select 1)	Thursday 13 March 2025 Friday 21 March 2025 Thursday 3 April 2025 Friday 4 April 2025
Ambassador Training	Tuesday 15 April 2025
VCE Expo (Minimum of 1 shift in the 3-day period)	Thursday 1 May 2025 - Saturday 3 May 2025
Open Day	Sunday 27 July 2025

Key responsibility areas

1. Represent Swinburne University to prospective students.	With assistance and guidance from the Student Recruitment team, student ambassadors: <ul style="list-style-type: none">• Positively raise the awareness and visibility of Swinburne University at a range of events and engagements with Victorian secondary school students.• Share their personal experiences as an SUT student to promote the overall student experience and highlight the engagement and accessibility of study at Swinburne.• Provide guidance and support to prospective students to create a welcoming, inclusive, and valuable on-campus experience.• Answer a diverse range of prospective student questions and seek to find answers, or escalate, if unknown.
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	<ul style="list-style-type: none"> • Remind prospective students of the non-academic support services available at Swinburne and guide them to the most suitable service.
<p>2. Participate in a range of recruitment activities to promote the Swinburne brand to prospective students.</p>	<p>With assistance and guidance of the Student Recruitment Team, student ambassadors:</p> <ul style="list-style-type: none"> • Play a major role at the biggest event on the Swinburne calendar, Open Day at the Hawthorn campus, presenting to prospective students on their personal Swinburne experience. • Attend exhibitions and events (on and off-campus) to promote our full range of courses and the overall student experience to prospective students. • Lead campus tours that showcase all study options and our state-of-the-art teaching and learning facilities to prospective students, teachers, and families. • Facilitate (and potentially develop) fun and interactive workshop experiences for high school students. • Assist in a range of activities, experiences, and workshops to groups of Victorian secondary students to highlight our breadth of study areas and develop lasting impressions with school staff and students that promotes an inviting, inclusive, and supportive learning environment. • Create and present individual presentations ('Ask Me Anything') that detail your personal Swinburne experience. • Participate in question-and-answer student panels to large groups of prospective students. • Prepare and present information sessions on your area/s of study. • Assist with a range of administration tasks.
<p>3. Event support</p>	<p>With assistance and guidance of the Student Recruitment Team, student ambassadors:</p> <ul style="list-style-type: none"> • Setup and attend a range of events including 'Open Day' and 'Change of Preference' to assist prospective students with advice, conduct presentations, and provide general guidance. • Collect and securely store sensitive information for the purpose of student recruitment activities whilst upholding the highest standards of confidentiality. • Direct prospective students, their families, and other attendees to various locations based on their needs and area/s of interest. • Assist the events and marketing teams with logistical support where required.

4. Enquiry management support	<p><i>These opportunities are opt-in and only presented where Ambassadors meet the criteria for the role.</i></p> <p>With assistance and guidance of the Direct Recruitment Team, student ambassadors:</p> <ul style="list-style-type: none"> • Maintain and update student records of prospective student interactions through phone and email. • Process and action appointment requests. • Provide high level course advice to prospective students. • Assist students with applying. • Advise on Swinburne products and course offerings to assist in the study opportunities of prospects and their influencers. • Assist in generating applications from each engagement you have with new prospects. • Provide a solution to each customer scenario. • Case manage incoming queries either through phone or email. • Identify the need to escalate and seek assistance when required. • Maintain relationships and expectations with individual prospects, ensuring they have a positive experience. • Resolve customer complaints and/or any issues in a timely manner.
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Key selection criteria

		Essential / Preferable
Qualifications	<ul style="list-style-type: none"> • Currently enrolled as a Swinburne student. 	Essential
Experience/ knowledge/ attributes	<ul style="list-style-type: none"> • Have previously participated in a range of programs or held leadership positions at Swinburne or in high school. E.g., Student Partnership Programs (study groups, Orientation, and transition), in university clubs or sports teams, or in other student-focused programs and services at Swinburne University, high school, or within the wider community. 	Essential
	<ul style="list-style-type: none"> • Demonstrated strong skills in public speaking, including an ability to facilitate discussions and create friendly, safe, and supportive environments. 	Essential
	<ul style="list-style-type: none"> • Demonstrated an ability to foster and promote an inclusive and supportive environment, as well as 	Essential

	communicate effectively with other students and staff from diverse cultural backgrounds and lived experiences.	
	<ul style="list-style-type: none"> • Strong desire to be involved in projects where you will work in partnership with professional and/or academic staff at Swinburne. 	Essential
	<ul style="list-style-type: none"> • Demonstrate an ability to build student and stakeholder relationships and promote services and programs as an ambassador. 	Essential
	<ul style="list-style-type: none"> • Have highly competent skills in using a range of software (e.g., the Microsoft Office suite). 	Preferable
	<ul style="list-style-type: none"> • Have experience working in CRMs, Adobe Suite, XD and MS Powerpoint 	Preferable
	<ul style="list-style-type: none"> • Understanding of Australian educational systems and frameworks. 	Preferable
	<ul style="list-style-type: none"> • Knowledge of secondary and tertiary education sectors including VTAC application and selection processes and higher education reforms. 	Preferable
Other	<ul style="list-style-type: none"> • A valid <u>Employee</u> Working with Children Check (or ability to obtain prior to or upon commencement). 	Essential
	<ul style="list-style-type: none"> • A valid and current driver's licence (full or probationary). 	Preferable
	<ul style="list-style-type: none"> • Minimum of 12 months left before expected date of graduation. 	Essential