

## Your role as a Student Ambassador

You are the face of London Met University, and therefore you should always be welcoming and helpful to all of our guests or students on our activities and programmes. The activities and programmes will vary depending on which team you are working for\*, however what does remain consistent is the need for professionalism, a good work ethic, and respect and courtesy for your colleagues and the guests or students you are working with. \*(see Activities explained)

As a student ambassador a key aspect of your work will be to provide encouragement and motivation to people who may not be aware of the range of possibilities open to them, or have little idea as to how to make the most of them. You will try to help them become more fully aware of their ability to succeed and offer an insight into the range of Higher Education opportunities available.

## Expectations

There are many things that we expect from our student ambassadors and this handbook seeks to clarify some guidelines and conditions of working for us. Our biggest expectation is that you **fulfil your work to the best of your ability** and always **ask us for help if there is anything you don't understand**.

As the face of London Met on our various activities, it is essential that you maintain professionalism at all times as your behaviour (both good and bad) has a direct reflection on the way the university is perceived by an external audience. With this in mind, here are some guidelines to help you understand what is expected.

### **Manner:**

It is important to maintain **professionalism** while working, keep focused on your task and do it to the best of your ability. Ensure that you are always **friendly** and **welcoming** to guests and also to be as **helpful** as you can. Remember a big **smile** goes a long way! If you find yourself at a loose end, with nothing to do during an event, please let the organiser know so they can find something for you.

### **Reliability and Punctuality**

We expect Ambassadors to be on time for all jobs you are signed up for. As a wise lady once said: **"If you're on time, you are late."** This means that if you arrive for your job which starts at 9am, at 9am, you would not have given yourself enough time to store your bag, hang your coat, familiarise yourself with your surroundings etc. So it is good practise to try to arrive at least about **10 minutes** before the job starts.

## Student Ambassador Handbook

### **Lateness/non attendance**

If for some reason you are unable to attend or are running late, then you should always let us know (with the reason) as soon as possible. You can call the event organiser if a mobile number has been provided, and if not then call the landline found in the Student Ambassador emails (if it is a weekend, then email if no mobile number has been given).

You should follow this up with an email to the Student Ambassador email address, explaining what happened. (studentambassadors@londonmet.ac.uk)

### **Good knowledge of the University**

As time passes and you become more experienced as an Ambassador, you will find that your overall knowledge of the university will improve and you can use this knowledge to further help and advise visiting students and guests. If however you are unsure anything, it is always best to seek the advice of a Senior Ambassador or member of staff. Do not give information you are not sure of as this may cause problems if incorrect.

### **Customer Service**

Much of the role as a student ambassador focuses on **customer service**, for example, meeting and greeting, giving tours, answering questions, guiding people in the right direction and generally being as helpful as possible. In order for you to understand the role and to enable you to be a successful SA, it is worth putting yourself in the customer's shoes. Ask yourself: **How did you feel when you first came to university? What made you choose London Met? How would you make a prospective student feel welcome?** You would be amazed at how a positive welcome and good service can influence a prospective student's decision.

### **Commitment to work**

If you sign up for a job we expect you to honour your commitment. Lateness without a valid excuse is unacceptable and will result in disciplinary action. If you can no longer make a job you are required to give us prior notice in time (2 working days) for us to find someone else to replace you.

### **Equipment**

Please bring equipment back to the office after an event unless informed otherwise. Recruitment equipment is very expensive so it's important that you take care of it when you are responsible for it.

### **Petty cash & receipts**

Please remember to keep hold of any receipts so you can claim your expenses. (See: Claiming for expenses)

### **Mobile phones**

Please keep mobile phones turned off unless you have a specific reason of which you have notified the event organiser (in this case you would have your mobile on silent).

## Student Ambassador Handbook

### **Conduct in the office**

If you are assigned to work in the office, or if you are coming in to see a member of staff, you must always behave in an appropriate manner – (please respect that others are working around you).

### **Dress Code**

You should always wear your Student Ambassador T-shirt or hoody, unless otherwise instructed. Your trousers/jeans or skirt etc. and shoes/trainers should be clean and in good condition. For any Guildhall School of Business and Law events you are required to wear black trousers and smart black shoes with your SA t-shirt. Your clothing should also not be too tight or revealing.