

Job description

Post title	Campus Tour Guide
Department/Division/Directorate	Marketing Department
Responsible to	Marketing Manager, Marketing Officer, Marketing Coordinator
Date	September 2024

Role purpose

- To work with and for the Student Ambassador Programme at on-campus and online activities
- To be a positive student role model encouraging prospective students to consider King's College London as a viable and attractive option
- To offer support to young people, mature learners and fellow staff members involved in the activities in a safe and friendly manner

Role outline

Key responsibilities and objectives of the job:

To assist with the delivery of regular campus tours during the week, and where necessary, work at other on-campus and online activities including, but not limited to, virtual campus tours.

- To commit to being a Campus Tour Guide for at least two of the following campuses:
 1. Strand and Bush House campus
 2. Guy's campus
 3. Waterloo campus (FWB)
 4. Maughan Library
 5. Denmark Hill campus (IoPPN)
- To be a positive student role model, encouraging young people to consider King's College London as a viable and attractive option
- To be confident in answering a range of questions relating to your experience at King's, and share information about the university and application process to the best of your knowledge
- To offer support to young people, mature learners and fellow staff members involved in the activities, in a safe and friendly manner

- To welcome guests and help run a range of marketing activities
- To contribute to the development and improvement of our current campus tours
- To attend compulsory unpaid Health & Safety and re-fresher training sessions on an ad hoc basis during employment
- To be available for ad-hoc tours arranged by members of the Brand & Marketing department
- To consistently and clearly communicate with the campus tour team and provide feedback from shifts when necessary
- To be a reliable ambassador who attends all assigned shifts unless there are mitigating circumstances

Specific Aspects - indicate frequency D (daily), W (weekly), M (monthly) where applicable:

Intensive Display Screen Equipment work (eg. data entry or digital microscopy):		Direct patient contact involving exposure prone procedures (EPP):	
Heavy manual handling:	M	Direct patient contact, no EPP	
Highly repetitive tasks (eg. pipetting or re-shelving books):		Work with patient specimens (eg. blood or tissue samples):	
Shift work, night work or call-out duties:		Work with GM organisms or biological agents that may pose a hazard to human health:	
Work involving risk of exposure to environmental or human pathogens (eg. in waste streams or soils):		Hazards which require health surveillance eg. respiratory sensitisers (allergens, substances with risk phrase R42, wood dust etc) or loud noise:	
Driving vehicles on College business:		Food handling or preparation:	
Work at height (eg. ladders, scaffolds etc)		Work in confined spaces (eg. sump rooms, etc)	

Special requirements

All on-campus activities will adhere to the latest King's College London COVID-19 guidance, which can be found on [these webpages](#).

General

All ambassadors are expected to adhere to King's policies and procedures.

Interviews will take place between 30 October 2024 to 6 November 2024.

Ambassadors will be required to attend one of the compulsory unpaid information sessions on either Wednesday 13 November, Thursday 14 November or Friday 15 November 2024. After this, you will be expected to attend campus tour specific training. Training will not be paid as this forms part of your mandatory training and involves important health and safety information. Campus Tour Guides who do not complete their campus tour training will not be selected for shifts.

This role is flexible around your studies. The hours of work per week will vary depending on role requirements. There are no minimum hours required to work per week, however students are expected to work a minimum of 8 hours throughout the academic year. International students will be required to work hours in line with their student visa if relevant.

Maximum number of hours you can work per week in term time is 20 hours.

Please note

This job description reflects the core activities of the role and as the College and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognises this and adopt a flexible approach to work and be willing to participate in unpaid training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager. The Human Resources department should then be consulted as to the implications of the proposed changes.

Person specification

Eligibility to work in the United Kingdom

All candidates will need to provide proof of eligibility to work in the UK and must comply with UKVI regulations on the number of working hours.

Criteria	E S S E N T I A L	D E S I R A B L E	HOW IDENTIFIED AND ASSESSED AP Application I Interview P Presentatio n
Knowledge/skills			
Ability to prioritise workload	*		AP, I
Good attention to detail	*		AP, I
Excellent verbal and written communication skills	*		AP, I, P
Confident speaker with the ability to engage audiences	*		I, P
An eagerness to attract students to study at King’s College London	*		AP, I
Ability to absorb new information quickly and deliver with confidence to others at short notice	*		AP, I, P
Experience			
Experience of working with children and/or young people		*	AP
Experience of delivering tours or presentations		*	AP
Personal characteristics/other requirements			
Current student at King’s College London	*		AP
Excellent team player	*		AP, I
Friendly and approachable face-to-face manner	*		I, P
Enthusiasm for Higher Education and King’s	*		AP, I
Ability to multi-task and work to deadlines	*		AP, I

Ability to work independently and take the initiative when necessary	*		AP, I
Willingness to work out of normal hours and occasionally travel for work as necessary		*	AP
Highly organised	*		AP, I
Willing to offer training and support to others in best practice		*	AP, I