**Brand & Insight Ambassador**

**Job Description**

**Title:** Brand & Insight Ambassador  
**Department:** Insight & Marketing

**Scope:** To assist in the gathering, reporting and understanding of student opinion and experience, to enhance the way the Students’ Union communicates and engages with its audience.

**Responsible to:** Line managed by: Customer Insight Manager  
Supervised by: Market Researcher and Social Media Coordinator

**Brand and Insight Ambassador - Support role**

After your induction to the role, you will primarily take part in supportive activities for the Insight and Marketing team. Regular tasks will be paid at £7.70 per hour, and any advanced tasks that require more skill will be paid at £8.01 per hour. If you are 25 years or over, you will receive £8.21 per hour regardless of the task type - all support roles are entitled to holiday pay.

**Brand and Insight Ambassador - Support role (£7.70 - £8.21 per hour)**
- Survey testing & distribution  
- Online promotional work  
- Research support (e.g. focus groups)  
- Attendance at open days / fairs  
- Q&As and promotion at events  
  - Data entry  
- Peer to peer content review (proof reading)

**Brand and Insight Ambassador – Specialist role**

Upon settling into the role, some will be offered the opportunity to become a Specialist Ambassador (Brand or Insight). This will mean that you take part in more specialised work and will be paid at £8.23 per hour (plus holiday pay).

**Brand and Insight Ambassador - Specialist role (£8.23 per hour)**
- PR activity  
- Report/Blog writing  
- Live event media coverage  
- Brand application / tone of voice consistency  
  - Interviewing  
  - Facilitating research  
  - Survey creation  
  - Data analysis  
- Videography/photography  
- Delivering training to student groups
Duties and responsibilities include, but are not limited to, the following:

**Brand and Insight Support activity (for all role holders)**
- Provide good quality customer service to visitors to the University of Nottingham (including students and staff).
- Talk to students (including those who are hard to reach through normal marketing channels) about the work of the Students’ Union.
- Generate a positive buzz about the Students’ Union, particularly on open days, Welcome events and other major events. At times, this will involve event attendance.
- Feedback findings from promotional activity to the Insight and Marketing team quickly and fully.
- Gather the thoughts and opinions of University of Nottingham students from a range of campuses on a variety of subject areas.
- Recruit suitable participants (who meet a prescribed demographic criteria) to complete questionnaires or participate in focus groups.
- Support the delivery of focus groups, questionnaires and other data collection in a professional and accurate manner. This may include note taking, general organisation and distribution.
- Participate in proof reading activities for reports, articles, blogs and news feed posts prior to publication.
- Proof read and test Students’ Union surveys and make recommendations for their improvement.

**Brand and Insight Specialist activity**
- Writing articles and sharing blogs on different issues that are relevant to the student body.
- Generating media content by taking photos and filming videos at events and activities.
- When at events, using social media platforms and other digital media for live updates or live streaming.
- Working to fixed brand guidelines and ensuring PR is coherent with current communication strategy.
- Creating news posts using a journalistic approach and copywriting to ensure that content is coherent.
- Supporting social media and digital screen content creation.
- Record and edit video media to support Officer and/or SU campaigns.
- Capture professional photos at SU events using a DSLR camera.
- Generating ideas for content that fit with the Students’ Union image, interviewing students and potentially staff.
- Analyse both qualitative and quantitative data (open text comments and numerical data).
- Develop concise and interesting research reports that are suitable for the target audience.
- Feedback findings from research and event activity to the Insight and Marketing team quickly and fully.
- To design surveys and ensure they effectively and appropriately measure the concepts of interest.
- Deliver training to student committees that covers research findings in an interesting and engaging way. This training should aim to enhance student committee understanding of student preferences and behaviours.

**Miscellaneous**
- Carry out the duties in accordance with the policies of the Students’ Union which may from time to time be determined.
- Take the initiative on your own self-development to update and develop your skills and abilities.
- Comply with Health and Safety in line with current Students’ Union policies and procedures.
- Be responsible for observing and implementing good environmental practices in line with Union/Company Policies.
- Use SU branding style in production of materials and documentation.
- Attend meetings as required in relation to your role and the Students’ Union as a whole.
- Perform such other duties as may be necessary within the scope of the job to meet the needs of the department and Students’ Union as directed from time to time by the Customer Insight Manager.
- The above responsibilities are detailed for guidance only. The Students’ Union is a dynamic organisation, responsive to the needs of our members. Other tasks will need to be undertaken in order to discharge the
responsibilities of the post. Any permanent changes will be incorporated into the job description by agreement. This job description does not constitute part of the contract of employment.

### Person Specification

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<tr>
<th>Attainments</th>
<th><strong>ESSENTIAL</strong></th>
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<td></td>
<td></td>
<td>• Participation in marketing or research related course modules</td>
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<td>• Active (or previously active) use of a coaching / teaching / instructor qualification</td>
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<th>Skills and experience</th>
<th><strong>ESSENTIAL</strong></th>
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<td></td>
<td>• Ability to gather relevant information from a range of scenarios using a variety of methods (including interviewing, focus groups, surveys)</td>
<td>• Previous experience of promotional activity</td>
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<td>• Strong communication skills</td>
<td>• Experience of data collection through quantitative or qualitative methods</td>
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<td>• Experience of delivering good customer service</td>
<td>• Previous involvement in University open days, or similar promotional events</td>
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<td>• Experience with and active on a variety of social media platforms; Instagram, Twitter, Facebook and Snapchat.</td>
<td>• Past participation in social science research studies or focus groups</td>
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<td>• Experience of summarizing information concisely</td>
<td>• Experience of delivering or facilitating some form of training, activity, or interactive presentation to groups of 10 or more people</td>
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<td>• Excellent spelling and grammar</td>
<td>• Photography experience using a DSLR camera.</td>
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<td>• Videography experience – including recording and editing of footage.</td>
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<th>Knowledge and interests</th>
<th><strong>ESSENTIAL</strong></th>
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<td></td>
<td>• Strong knowledge of what the University of Nottingham Students’ Union has to offer students</td>
<td>• Understanding and interest in a range of digital marketing tools including vlogging, photography and videography</td>
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<td>• An interest in the area of research and/or marketing</td>
<td>• Understanding and interest in the concept of brand management</td>
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<td>• Knowledge of research and marketing techniques</td>
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<td>• Interest in current student affairs and gaining insight into causes of student behaviour and preferences</td>
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<th>Special aptitude</th>
<th><strong>ESSENTIAL</strong></th>
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<td>• Strong interpersonal skills and a capacity to quickly establish rapport</td>
<td>• Networking skills</td>
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<td>• Ability to remain neutral in political contexts</td>
<td>• Passion for improving the student experience here at Nottingham</td>
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<td>• Well connected to the student community, particularly through social media</td>
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<th>Other attributes</th>
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<td>• Current enrollment on to University of Nottingham higher education, with at least 12 months left on the course.</td>
<td>• Passionate about writing or blogging</td>
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<td>• Innovative, with an ability to use own initiative to problem solve and improve efficiency in performance</td>
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<td>• Reliable and organized</td>
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<td>• Willingness to take on new challenges and varied tasks</td>
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<td>• Self-motivation, driven to completing clear tasks</td>
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<td>• Approachable and friendly</td>
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<td>• Willingness to work flexible hours</td>
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• Willingness to work across all of the University of Nottingham’s UK based sites, campuses and popular accommodation areas

Location

This post will be based in the Insight and Marketing office within the Portland Building on the Main Campus of the University, close to the QMC, however, main activity will take place ‘out and about’ around the University of Nottingham’s UK based sites, campuses and popular accommodation areas. Some work will allow you to complete it from home.

About the Students’ Union

The Students’ Union acts as the recognised representative body of all students at the University, and every student is automatically a member free of charge. It promotes the interests and welfare of students, supporting and advising them. It provides social, cultural, sporting and recreational activities, including forums for discussions and debates, for their personal development. It is an integral and essential part of the University community and, as such, plays a full and active role in managing the affairs of the institution. In 2010 the Students’ Union became a registered charity.

With an annual financial turnover of around eight million pounds, the Students’ Union is very active in all areas of interest to its members. It supports opportunities for students to represent their opinions about University life, creating improvements wherever possible; provides a comprehensive Advice Service to help students with academic, legal, financial and personal problems; finances Societies, Sports Clubs, a range of media groups, events programmes and support services; and assists over 4000 volunteers to take part in community projects. Through its associated company, UNU Services Limited, it runs 2 Shops, a Bar and a Print Shop.

As a charity the Students’ Union has a Board of Trustees which is responsible for the governance, management, strategy and budget of the Students’ Union. The Trustees currently consist of 4 of the elected Student Officers and 4 appointed External Trustees, with 4 Student Trustees. The daily work of the Students’ Union is directed by a Committee of elected Student Officers, with advice and support from staff. The Officer team is made of 7 part-time Officers and 7 full-time Officers the latter of whom are Sabbatical Officers taking a year off from their studies, and employed by the Students’ Union on a full-time basis. Each Officer has their own portfolio of individual responsibilities as well as holding the shared responsibility for creating changes which will improve the lives of students at the University.

The Students’ Union employs over two hundred staff in its Commercial Services and Membership Services. Around half of our staff are students who balance work with their studies and social lives. Other staff work full-time, some are part-time and some are required only during term-time and thus work for just part of the year. If you like working for and amongst young people, you will enjoy working for the University of Nottingham Students’ Union.

About the Insight & Marketing department

The Insight and Marketing team services the needs of all Students’ Union departments, and therefore focuses on the research, promotional and design requirements of all student services. As an effective department, we pride ourselves in our ability to listen, respond and reach out to the student voice. The Brand and Insight Ambassador role will support directly with this function, enabling the team (and therefore wider Students’ Union) to place students at the heart of everything we do.

About the Role

If you are reliable, approachable, hard-working and self-motivated we want YOU to be part of our team.
As Brand & Insight Ambassadors, you will be:
- Gathering the thoughts and opinions of University of Nottingham students across a range of subjects.
- Arranging data collection opportunities (through focus groups or surveys) across a variety of University of Nottingham campuses.
- Talking to students (including those who are hard to reach through normal marketing channels) about the work of the Students’ Union.
- Generating a positive buzz about the Students’ Union, particularly on open days, welcome events and other major events. At times, this will involve promoting event attendance.
- Promoting the Students’ Union through a structured social media strategy.
- Supporting with social media and digital screen content creation.

The role will be heavily customer service orientated. You will be expected to work to high standards, be smartly turned out and remain self-motivated and approachable at all times. You will be a well-connected individual; able to reach out to all kinds of student groups. You will be unafraid to strike up a conversation with students you do not know, and you will find it easy to establish rapport with your target market (which will change regularly). You will be a person who knows a great deal about what students’ want, where they can be found, and also what the Students’ Union can provide to these students.

Emphasis is placed on self-motivation as this is a lone-working role. You will be expected to meet a minimum standard of performance and therefore an attitude that prioritises both quality and quantity of work is important.

In return we offer flexible hours, high levels of job variety and an excellent rate of pay that within this role, exceed with additional training.

**Benefits and Rewards**

**Hourly Rate:**

**Brand and Insight Ambassador:**

Under 25: Between £7.70 and £8.01 per hour (plus holiday pay at 12.07%)

25 and over: £8.21 per hour (plus holiday pay at 12.07%)

**Specialist Brand or Insight Ambassador:**

£8.23 per hour (plus holiday pay at 12.07%)

**Holiday Pay Calculation:**

5.6 weeks' holiday, divided by 46.4 weeks (being 52 weeks - 5.6 weeks) multiplied by 100 = 12.07 per cent

**Hours of work:** Flexible and will change on a daily basis due to the influxes in the Students’ Union’s research requirements and promotional activity. This contract will be offered on a zero-hour basis, with research or promotional work being offered to Brand and Insight Ambassadors (who exceed the minimum standard of performance) on a first come, first serve basis.

**Contract:** Student Staff

**Pension Scheme:** A Contributory Scheme