



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Post Specification

Post Title:	Student Ambassador - Supervisor
Post Status:	Student Ambassador – Supervisor x 2 will work within the Commercial Revenue Unit to support the summer visitor experience for visitors to Trinity, the Book of Kells and those attending conference events on campus.
Department/Faculty:	Commercial Revenue Unit
Location:	Trinity College Dublin, the University of Dublin College Green, Dublin 2, Ireland and Remote Sites
Reports to:	Enquiries Manager
Closing Date:	12pm, 9 May 2018

We are ideally hoping to fill these positions with Trinity College registered students in the first instance. Full training will be provided.

Post Summary

The Student Ambassador programme employs students from June to September to support our Visitor Services team to welcome visitors to Trinity, helping them to familiarise themselves with the campus and to make the most out of the attractions we have to offer. We are also extending the programme to include support for our conference events, incorporating general orientation, client liaison and helping to ensure the conference delegates can explore all of the campus.

This is a great opportunity for students to get paid event and tourism experience and to get training in customer care and event delivery. Our Student Ambassadors also prove to be a real point of difference to our visitors. They love engaging with people who study in Trinity and who can give them insider knowledge first hand.

The Supervisors will support the Enquiries Manager to roster staff, devise briefing sheets for shifts and allocate tasks when Student Ambassadors are on shift. They will also be the first point of call for the Ambassadors when dealing with any issues on shift and liaising with Trinity staff.

Further Information for Candidates



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The University of Dublin

This role is for the period from 1st June to mid September. Shifts can be any day of the week Monday to Sunday, usually within the hours 0800-1900, depending on event activity.

Principle duties of the Post

- Roster Student Ambassadors shifts and devise briefing sheets, allocating tasks and duties
- Ensure allocated room for Ambassadors is clean and advise of any requirements
- Maintain liaison with Visitor Services and Enquiries Manager at all times and act as conduit between them and the Student Ambassadors
- Support Enquiries Manager and Visitor Services in any given task whilst on duty
- Deal with the escalation of minor issues and deal directly with relevant departments to resolve
- Organise and manage Ambassador breaks
- Note any anomalies in shift times and communicate these to the Enquiries Manager
- In the absence of the Enquiries Manager, ensure any cash handling for tickets is processed in line with Trinity standard operating procedures
- Support the Campus Tours Policy by providing wayfinding and information
- Assist Ambassadors with any queries on their duties, uniforms or anything else that arises
- Communicate effectively with visitors and conference clients and ensure utmost discretion at all times
- Carry out the key elements of the Student Ambassador role
- Any other duties or tasks that may be required by Enquiries, Visitor Services and/or Central Events.

Working Relationships

The post holders will be expected to work closely with staff in the Library and Book of Kells, staff in Central Events and staff in the Arts and Hamilton Buildings, plus from time to time liaise with Authenticity Tours.

Person Specification

Skills & Competencies

- Committed to delivering premium levels of customer service
- Excellent communication and interpersonal skills



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

- Enthusiastic, energetic, friendly and open
- Fluent in spoken English
- French, Spanish, Italian, German and/or Chinese speaker (desirable)
- Experience in a retail / hospitality / sales role (desirable)
- Punctual and committed to working as part of a team
- Supervisory experience is an advantage

Application Information

In order to assist the selection process, candidates should submit a Curriculum Vitae and a Cover Letter (1x A4 page) that specifically address the following points in their application.

1. Outline your customer service experience and give an example of how you dealt with a difficult customer and what steps you took to resolve the situation.
 2. Outline any sales experience you have, either in a retail or hospitality environment, including any cash handling experience.
 3. Illustrate, through past example, an occasion when you went the extra mile to really make a customer's day.
 4. Articulate why Trinity is a must see location for visitors to Dublin.
 5. What qualities do you have that will make the team want to follow your example and direction?
- **Please note:** Candidates who do not address the application requirements above in their cover letter will not be considered at the short list stage.



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Principle duties of the Post



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- Provide a friendly and warm welcome to visitors to Trinity and help them to familiarise themselves with the campus and visitor attractions
- Manage information stands at key locations across campus - Book of Kells, Nassau Street and/or Front Gate
- Flier distribution both on campus and at relevant external events during the summer months
- Support Trinity staff to deal with conference event queries from delegates and clients, to ensure they get the most from their time at Trinity
- Participate in Student Ambassador briefings
- Badge or ticket checking and/or ticket scanning at Book of Kells
- People counting when close to capacities in certain spaces
- Complete feedback and satisfaction surveys with visitors on their experience at Trinity
- Assist in generating revenue for Trinity through upselling tickets, directing visitors to relevant attractions and having a general knowledge of opening hours and prices
- Support the Campus Tours Policy by providing wayfinding and information
- Ensure campus is clean and visually pleasing to tourists and that information flyers are recycled
- Any other duties or tasks that may be required by Enquiries, Visitor Services and/or Central Events.

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