



[Click here to apply to be a Welcome Ambassador](#)

Welcome Ambassadors Information Pack

Welcome is the time of year where we welcome new undergraduate and postgraduate students to the Imperial community. Following a big Welcome last year, Welcome 2024 will once again feature multiple events such as talks and fairs, support for thousands of students to move into halls of residence, and taking over campus for the season to make new students feel special and welcome.

Delivering this is a massive undertaking, and we rely on the support of members of the Imperial community – staff volunteers and paid students – to help in the effort as part of our Welcome Ambassador scheme. Welcome Ambassadors provide on-the-ground support to deliver the programme of events, help students around campus, and assist Hall teams in the move in effort.

This Welcome Ambassador information pack provides all of the essential information about the scheme for those interested in taking part. Please read through the details about each role and the specific information for staff and students before applying. Applications should be made, for both staff and students, via the [Welcome Ambassador Application Form](#). The deadline to apply is **09:00 on Tuesday 13th August**.

Following your application, you may be asked to join us for a short interview to further assess your suitability for the role. You will hear about the outcome of your application in the week commencing 19th August.

If you have any questions, please contact: welcome-to-imperial@imperial.ac.uk.

Welcome Ambassadors role overviews

There are 4 main role types:

Move-in Team

Would you like to help incoming Undergraduate students start their journey in London? Our Halls of Residence are welcoming in over 3,000 students into their new homes for the year and you can be there to welcome them in on their first day. We have Halls of Residences across London that need your enthusiasm and help over move-in weekend! Be prepared and comfortable for some heavy lifting, as you'll also be helping students move their belongings into their new home.

Welcome Hub Team

Campus can feel like a big, confusing place and things can be quite difficult and overwhelming in your first week. To help students out around campus over Welcome Week, we'll have a Welcome Hub team comprising roamers around the South Kensington campus as well as specific information points (including the Student Hub on Level 3 of Sherfield) offering support to students. As a member of the team, you'll either be a roamer or stationed at an information point to provide practical information to students who need help, provide guidance to students to navigate the Imperial website and MyImperial, and have friendly conversation with ones who look alone.

Event Support

The university is organising a number of events to help students settle in and provide information that will set them up for their time at Imperial - from the President's Welcome talk, to networking events, to our Discover Imperial Fair. Welcome Ambassadors will provide general on-the-ground event support including ushering, crowd control and event set-up. Event supporters may also help to host events to give a friendly student-led experience to incoming students.

Campus tours

This will consist of Ambassadors taking it in turns to show new students around campus. There will be a designated route, however this will be flexible as we expect there to be some interruptions throughout the day due to the nature of events. There will be a designated pick up and drop off point with tours at fixed intervals. Ambassadors are expected to engage with the students on the tour and answer any queries they may have. They will also provide information on important campus landmarks, such as the library, student union, and dining facilities, ensuring students feel oriented and confident navigating campus on their own.

Welcome Ambassadors role details

Role	Responsibilities	When*	Where
Move-in Team	<ul style="list-style-type: none">Greeting and assisting students (and their families) as they move in to halls on their first day.Providing crowd/traffic control in surrounding areas.Helping unload possessions (comfortable and able to move heavy objects required).	Thursday 26 – Saturday 28 September 08:30-15:30	All first-year halls (South Kensington, North Acton, Wilson)
Welcome Hub Team	<ul style="list-style-type: none">Stationed at campus in defined zones to answer queries from students and provide information.Start conversations with students to provide a friendly welcome.Provide guidance to navigate the Imperial website and MyImperial.	Saturday 28 September – Friday 4 October, 10:00-13:00 13:00-16:00	South Kensington and White City Campus zones
Event Support	<ul style="list-style-type: none">Providing general on-the-ground event support including ushering, crowd control, event set-up.Helping host some events where needed, to provide a friendly student-led event experience.	Saturday 28 September – Thursday 3 October <i>Variable shift times</i>	South Kensington Campus – QTR & Great Hall White City campus

Campus Tour Guide	<ul style="list-style-type: none"> • Conducting tours of the South Kensington and White City campuses • Answering students queries on the tours and proactively engaging with them • Showing new students key areas such as canteens, student services, library etc. 	Saturday 28 September – Friday 4 October Times TBC	South Kensington and White City campus
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**these shift times are indicative and may change when shifts are released*

Who we're looking for

To be eligible to be a Welcome Ambassador, you must either be:

- a current undergraduate or postgraduate student who will be returning for the 2024/25 academic year, or
- a member of professional, technical, operational, or academic staff.

As it is a paid work opportunity, selection of Student Welcome Ambassadors will be a competitive recruitment process where we expect to receive many more applicants than Ambassador places available. Your application will be judged on the following selection criteria:

- Strong verbal communication skills with a friendly, approachable manner.
- Ability to follow set procedures and instructions from supervisors.
- Ability to be proactive and show initiative.
- Strong organisation and timekeeping skills, with ability to be punctual, reliable, and responsible.
- Enthusiasm for developing a positive Welcome experience for new students at Imperial.

There is no one type of person we're looking for – any returning student studying any course at any level, and any staff member doing any professional or academic role are welcome. It is not necessary to have taken part in the scheme before – we will provide plenty of guidance and information, as well as training, to ensure that you are prepared for your role.

All successful applicants must be available for training on a day during the week commencing 23rd September.

Microsoft Shifts

We will manage shifts of Welcome Ambassadors using [Microsoft Shifts](#) via a Microsoft Teams site that all Welcome Ambassadors will be added to. Using Microsoft Shifts means you won't need to interact with any additional software – hopefully making your life easier by using the Teams platform that is used everywhere in the College already. We will provide full guidance about how to use Microsoft Shifts upon successful application.

Specific information for students

Worker information

- All student Ambassadors will need to complete a right to work check which is conducted by the Imperial Casual Worker team. You will **not** be permitted to work before this check is completed. Visit the [Casual Worker pages](#) for more information.

- If your application is successful, we will initiate the process of registering you as a casual worker – you will not need to do anything yourself until you are contacted by the casual worker team.
- Student Ambassadors will be employed on a Casual Worker basis and must submit timesheets through the College's Casual Worker App.

Salary

You will be paid an hourly salary as a casual worker at spine point 1 on the College's casual worker PTOL pay scale, which you can find out more about on the [Casual Worker Salary page](#).

For 2024/25, this rate is set at **£16.68/hour**, inclusive of holiday pay (basic rate £14.88 + holiday pay £1.80).

Shift allocation

If your application is successful, you will be offered an initial shift allocation based on the availability you indicated in your application form. It is expected that all Student Ambassadors will work out least one full-day shift across the week. Don't worry if you are unable to accept the shift – there will be other opportunities to request shifts after this initial allocation as not all shifts will be initially allocated.

Shifts will be allocated on the principle of prioritising filling as many shifts as possible, while attempting to distribute shifts as evenly as possible across Ambassadors. NOTE: this means shifts are **not** necessarily allocated on a first-come-first-serve basis, but this will be used to assign shifts if all other things are equal.

Your data

We will process your data in accordance with the [Privacy Notice for Students and Prospective Students](#) which you agree to upon registration to Imperial College London.

Upon successful application to the Welcome Ambassador scheme, you will enter a casual employment contract with the College and, as such, must agree to the [Privacy Notice for Staff and Prospective Staff](#) which explains how we use your personal data. If we require further data from you or data which will be processed in a different manner, we will inform you and seek your consent.

Specific information for staff

Why should I volunteer?

We understand that demands on staff time are extremely high and that there are multiple other volunteering requests during the busy October period. This opportunity allows you to interact with students during a pivotal time of their Imperial experience, and contribute to the mammoth College-wide Welcome effort. Helping a student who is lost on their first day or being a friendly face greeting a student when they turn up to a Welcome event can have a long-lasting positive impact on students.

For staff volunteering for long shifts, or volunteering across consecutive shifts in a day, we will make provision for lunch.

Will I get TOIL?

We encourage all staff volunteers to speak to their line managers to make a local agreement regarding TOIL – we cannot ourselves guarantee that TOIL will be awarded. Upon request, we will be able to confirm with your manager the hours you have volunteered as part of the Welcome Ambassador scheme.

Your data

We will process your data in accordance with the [Privacy Notice for Staff and Prospective Staff](#) which relates to all staff members at Imperial. If we require further data from you or data which will be processed in a different manner, we will inform you and seek your consent.