

# Resident Ambassador

<b>Job Title</b>	Resident Ambassador
<b>Reports to</b>	General Manager/ Assistant Manager
<b>Working Hours</b>	Min of 10 hours per week

## COMPANY

In partnership with Round Hill Capital, Nido Student has a huge expansion plan to not only grow their existing student accommodation offering throughout the UK and Europe, but also diversify into a wider range of residential markets.

Nido Student delivers the best customer experience by creating and maintaining communities which place resident wellbeing and safety at their centre. Our teams and their focus on the student experience are what makes us stand out and win awards. Our aim is to redefine industry standards for residents and investors.

Nido Student currently operates residences across various cities in the UK, Ireland, Portugal, Denmark, Spain and Germany, with further developments currently in construction around Europe.

With such an exciting growth plan, Nido Student has a long and prosperous journey ahead, which offers a great opportunity for an enthusiastic, like-minded individual to join us along the way. Please refer to the website for further information on Nido [www.nidoliving.com](http://www.nidoliving.com).

## PURPOSE OF THE ROLE

The Resident **Ambassador** is the first-person residents and prospects meet, so they must be able to provide an exceptional level of service and a friendly environment. You will excel in this position if you enjoy interacting with people and have the natural ability to strike up a conversation and solve problems.

## KEY RESPONSIBILITIES (include but are not limited to):

### Responsibilities:

- Be available and accessible to residents by making a strong commitment to be present onsite during hours of work.
- Refer residents to appropriate management teams for assistance.
- Provide advice to students on academic, personal, and social matters.
- Assist in the management of crises and report emergencies or serious illnesses.
- Be informed and able to instruct residents regarding the evacuation procedures and the location and use of fire-fighting equipment.



- Respect confidentiality always, but as an Resident Ambassador your allegiance is to the Residence and its residents. Confidentiality should be tempered with sensitivity to the well-being and safety of other residents, the Residence, and Residence property.
- Defend the rights of individuals so long as they do not conflict with Residence policy, laws, or norms.
- Keep residents informed about the Residence through meetings, posters, flyers, and general use of notice boards.
- Attend all scheduled staff meetings and relevant training programs and workshops. Meetings may be called throughout the year to address rising problems or to disseminate information and your presence at such meetings is both expected and appreciated.
- If called upon, work with Management or other staff members to assist students with personal concerns, academic difficulties, or general adaptation to independent living.
- Be on-duty in the residence for a designated period on evenings and weekends. Let your residents know when you will be there or where they can reach you (or another Resident Ambassador) if they require assistance.
- Inform the Management team before leaving for a weekend.
- Maintain the student living conditions by educating and encouraging students to respect the physical unit (neatness and safety), to maintaining a reasonable noise level, and to respect the rights of other students. It may be necessary to confront a student or group of students if she/he or they become abusive to Residence structures. If such a circumstance arises, you are expected to handle the situation in accordance with Residence training and policy.
- Work closely with other staff members in the administration of the Residence Standard Operating Procedures to maintain, foster, and improve a healthy living environment. Special aspects include assistance in orientation, room choosing and changes, opening and closing of the reception, maintenance and filing of reports and other ad hoc duties.
- Encourage students to make the most of their experience by emphasising the various possibilities for learning and activity.

#### **PERSON SPECIFICATION:**

- Excellent verbal and written communication skills.
- Good interpersonal skills with ability to communicate and build rapport with the site team and student tenants.
- Conscientious with excellent attention to detail.
- The ability to speak a foreign language would also be an advantage in our international environment.
- Other residents may look to you as a role model. Your actions and words can carry weight that you may not have intended. Be conscious of the role you have accepted and make efforts to be a consistent and well-rounded resident of the Residence.