Welcome is the time of the year where we welcome new undergraduate and postgraduate students to the Imperial community. This year, for the first time since 2019, we'll be returning to a fully in-person Welcome with multiple events such as talks and fairs, supporting thousands of students to move into halls of residence, and having a large presence on campus to make new students feel special.

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 23:59 on Wednesday 14th September.

If you have any questions, please contact: student-services@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 locations in 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 stuff 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 roaming around the South Kensington campus offering support to students. As a member of the team, you'll roam campus in particular zones offering practical information to students who need help and having friendly conversation with ones who look alone.
Campus Tour Guides (student Ambassadors only)

We might not have the biggest campus of every university in the country, but it's big enough to get lost when you're new to it! Becoming familiar with your new physical space is an important way to feel settled and like you belong somewhere. Therefore, we'll be running Campus Tours throughout Welcome Week and who better to lead these tours than those who know it best - returning students. As a Campus Tour guide, you'll design a personalised tour of campus and the immediate local area, including fun facts, secrets and personal stories and take students on these tours in small groups.

Event Support

The College 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 host events to give a friendly student-led experience to incoming students.

Welcome Ambassadors role details

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<th>Role</th>
<th>Responsibilities</th>
<th>When*</th>
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| Move-in Team              | • 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) | Saturday 1st and 2nd October, 10:00-16:00, various shifts throughout day | All first-year halls (South Kensington, North Acton, Wilson, Xenia) |
| Welcome Hub Team          | • Roaming campus in defined zones to answer queries from students and provide information  
                                 • Start conversations with students to provide friendly welcome  
                                 • Hand out Welcome leaflets and other physical material | 1 – 7 October, 09:00-12:00  
                                 12:00-15:00  
                                 15:00-18:00 | South Kensington Campus zones |
| Campus Tour Guides        | • Design personalised campus tours of South Kensington and immediate local area tour for students including fun facts, secrets, and personal stories  
                                 • Take new students on tours, providing a friendly service  
                                 • Only available to student ambassadors | 3 & 5-7 October, 12:00-14:00  
                                 16:00-18:00 | South Kensington Campus and immediate local area |
| Event Support             | • 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 | 1 October, 16:00-20:00  
                                 2 October, 17:00-21:00  
                                 3 October, 09:00-17:00 | South Kensington Campus – QTR & Great Hall |

*these shift times are indicative and may change when shifts are released
Who we’re looking for

The scheme is open to both returning students (UG and PG) as well staff, as we feel a whole community approach is needed to properly support new students settle in and feel a sense of belonging when they start at Imperial. A good Welcome Ambassador will:

- Have good people skills with a friendly and approachable manner
- Be interested in providing a positive Welcome experience for incoming students
- Be familiar with the South Kensington campus and surrounding area
- Have a sound knowledge of life at Imperial in order to provide information

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 to ensure that you are prepared for your role.

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.

Shifts will be released to all Ambassadors after the application deadline and will be assigned on a first-come-first-serve basis. Please note, a shift for a student Ambassador is not fully confirmed until you have completed the right to work check (details below). Furthermore, in the event of shifts being unfilled, we reserve the right to amend the shift rota to ensure adequate coverage for which we request Ambassadors to be flexible to last minute changes.

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.
- All student Ambassadors will be asked to commit to at least 10 hours of shifts between October 1-7, and must be available to work their shifts without surpassing their maximum weekly part-time work hours (20 hours per week)
- Student Ambassadors will be employed on a Casual Worker basis and must submit timesheets through the College’s Casual Worker App.

The salary for a student Ambassador will be £12.58 per hour + holiday pay.

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 requests for volunteering 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 about 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 to 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.