

Student Ambassadors (Outbound Telephone Campaigns)

Job location: Milton Keynes

Department: Strategy, Marketing & Communications

Contract type: Temporary – 2 weeks in August

Salary: £12.62 per hour

Weekly working hours: 20

Job Description

About the Role

This is an exciting opportunity for 2 Faculty of Arts and Social Sciences (FASS) Psychology students to be a Student Ambassador focusing on telephone outreach. You'll proactively contact recent OU applicants via telephone. Your primary responsibilities will include providing information about studying psychology at the OU, sharing your own student experiences, building rapport, encouraging enrolment, and collecting valuable feedback.

Full training and supervision will be given, and shift hours can be flexible between 8am and 6pm. The role offers the opportunity to gain experience in university recruitment and contribute directly to the OU's mission of opening up education to all.

Key Responsibilities

- Make outbound calls to recent OU applicants to encourage conversion to registration by providing information and answering questions about studying psychology at the OU.
- Accurately record call outcomes on telephony system.
- Complete mandatory compliance training on Data Protection Information Security Awareness, Equality Essentials, Health & Safety at Work and Safeguarding.
- Demonstrate a strong commitment to the principles and practice of equality, diversity, and inclusion.

Skills and Experience

Essential:

- Currently successfully studying BSc Psychology or BSc Psychology with Counselling.
- Excellent communication skills in both spoken and written English.
- Excellent listening skills and confidence in making outbound calls.

- Self-motivated, with a keen interest in talking to prospective students of the OU.
- Ability to work individually and as part of a team.
- Friendly disposition; able to build relationships with different people
- Good attention to detail
- A basic knowledge of computers and a willingness to be trained on specialist telephone software
- Available to work shifts at the Milton Keynes campus for the duration of the assignment.

Desirable

- Previous experience in either fundraising or outbound calling.
- Experience in using a script within a call centre or sales environment.

Shift dates and times

Calling: Monday 18 August to Friday 22 August. Tuesday 25 August to Friday 29 August. Four-hour shifts to be worked between 8am and 6pm at Walton Hall campus in Milton Keynes.

How to apply:

To apply submit your CV and confirmation of your availability between 18 – 29 August.

Send applications to: openuniversity@pertemps.co.uk.

The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential. We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.

