MARSHAL ROLES

Detailed below are the roles of University Graduation Marshals.

Graduation is a celebratory event at the culmination of students’ studies. Everyone attending on the day is a guest of the University and we want them to feel welcome and have the best experience possible.

We are looking for people who are willing to represent the University, helping to greet and host guests attending on the day, making them feel like VIPs. It’s a special day for many students and their families and your role is vital to help ensure everyone has a great graduation experience.

Applying to work as a marshal for graduation means you understand the importance of a positive and resilient attitude in a demanding people centred role and you will endeavour to meet any expectations set out by the Graduation Office.

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GENERAL INFORMATION

Working hours
Typical working hours are 8.15 am – 5.00pm. Please note this may vary depending on the role.
Arrive in time for your relevant briefing session. Further details will follow when the rota is published.
The days are long and it can be hard work. Please consider this when you apply and inform the Graduation Office of any arrangements you may need to be considered.

Lunch provision
A lunch voucher will be provided to be used in the catering marquee. Food can be taken and eaten in a separate room so marshals can have a break away from the graduates and guests.
Marshals are welcome to bring their own lunch if preferred. If available, we will provide the catering provision in advance.

Payment
The hourly rate is £7.50 per hour. You are not paid for your lunch break,
Payment for non-staff will be made at the end of August providing you complete the relevant fee claim form provided by the Graduation Office.

Documentation
You may be asked to provide proof of you entitlement to work in the UK.

Health and Safety
You may be asked to complete a health and safety test and attend a briefing, either online or attend a session.

Training
Anyone acting as a marshal for graduation should recognise they are employed by the University and are representing the institution to thousands of graduates and guests so it is important we all work to the same goal: to ensure the best experience possible for all concerned.

Marshals will be invited to attend a training session. Even if you have worked at Graduation previously, there may be some changes and developments so this would be beneficial for you.

You should also expect to attend a briefing on the days that you work. This will be given by your supervisor. You should arrive in time for this.

**Dress code**

Staff can wear academic robes where applicable. Non-staff will wear marshal robes provided. All marshals in the Great Hall will wear a robe. Student Ambassadors will wear separate ambassador uniform.

You should wear comfortable shoes and smart/casual clothes under your robes. Please dress appropriately for the weather.

You should wear a relevant name badge.

**SPECIFIC ROLES**

**Information Desk**

**Location:** Marquees on the central lawns.

**Main responsibilities:** Greet and welcome guests and be a first point of contact for queries.

**Description:** Provide excellent customer service answering queries and providing information and directions as appropriate. Some manual handling will be required during set up and take down. You will liaise with Graduation Organisers as necessary e.g. for late student arrivals. Assist with the ticket desk if needed. You will act as a fire marshal for the welcome marquee.

**Hours:** 7.45am - 5.00pm

**Ticket Desk**

**Location:** Marquees on the central lawns.

**Main responsibilities:** Greet and welcome guests and give out guest tickets and extra tickets.

**Description:** Provide excellent customer service giving students their guest tickets and disseminating extra tickets. You will need to be confident in managing customer queries and organising a queuing system. Assist with the information desk as necessary.

**Hours:** 7.45am - 4.00pm

**Great Hall**

**Annexe door**

**Location:** Reserved seat entrance, annexe door, Great Hall.

**Main responsibilities:** Greet and welcome guests who have seat reservations.
**Description:** Provide excellent customer service welcoming guests who have reserved seat arrangements. These guests have a variety of needs and you should endeavour to understand the types of arrangements the Graduation Office put in place and accommodate anyone on the day where possible. You should be keen to assist any guests in difficulty. You should have a high level of confidentiality. You may be asked to help set up and tidy the Great Hall when not on the annexe door.

**Hours:** 8.00am- 5.00pm

**Reserved seating**

**Location:** Annexe, Great Hall.

**Main responsibilities:** Greet guests who have seat reservations and show them to their seats.

**Description:** Provide excellent customer service showing guests to their reserved seats. These guests have a variety of needs and you should endeavour to understand the types of arrangements the Graduation Office put in place and accommodate anyone on the day where possible. You should be keen to assist any guests in difficulty. You should have a high level of confidentiality.

You will need to reserve seats as necessary prior to each ceremony. You will work with the Events Team during Honorary ceremonies to ensure the reserved seating plan is functional and adhered to. You may be asked to help set up and tidy the Great Hall if required.

**Hours:** 8.15am- 5.00pm

**Certificate marshals**

**Location:** Annexe, Great Hall.

**Main responsibilities:** Give students their certificates as they come off stage.

**Description:** Provide excellent customer service giving students their certificates and a ceremony brochure as they come off stage in the Great Hall. You will need a good level of attention to detail to ensure students get their correct certificate and be able to use your initiative e.g. if a student’s certificate is missing or a student with reserved seating in the hall is unable to make it to the annexe to collect their certificate. There will be some manual handling of boxes of certificates and degree programmes.

**Hours:** 8.15am- 5.00pm

**Ceremony brochure marshal**

**Location:** Great Hall.

**Main responsibilities:** To welcome guests to their ceremony and hand out ceremony brochures.

**Description:** Provide excellent customer service welcoming guests to their ceremony in the Great Hall. You should be friendly and approachable, firm but fair. You may need to help guest to their seats and encourage them to fill up rows. You also need to encourage guests to remain seated and not disrupt the ceremony. You may be checking guest tickets upon entering the Great Hall. You will need to assist preparing the hall in between ceremonies and at the end of the day. There will be some manual handling involved with boxes of ceremony brochures and you should be prepared for that. You may act as a fire marshal for the Great Hall throughout day.

**Hours:** 8.15am- 5.00pm
**Student usher marshals**

**Location:** Great Hall.

**Main responsibilities:** To help students find their seats during the ceremony.

**Description:** Provide excellent customer service showing students to their seats during the ceremony. You should be friendly and approachable, firm but fair. You may also assist welcoming guests to their ceremony if necessary. You will need to assist preparing the hall in between ceremonies and at the end of the day. There may be some manual handling involved with boxes of ceremony brochures and you should be prepared for that. You may act as a fire marshal for the Great Hall throughout the day.

**Hours:** 8.15am-5.00pm

**Staff processions**

**Location:** Porter’s Lodge and Great Hall

**Main responsibilities:** To ensure academic staff are lined up and to process them into the ceremony.

**Description:** Provide excellent customer service welcoming staff to line up for their ceremony. You will work closely with the Stage Marshal in order to ensure the stage is set up correctly. You should have a radio so that you can communicate with Graduation Organisers and the Great Hall Chief Marshal. You need to remain alert during the ceremony as you are representing the University on stage in front of the University’s guests. You will act as a fire marshal for the stage in the Great Hall.

**Hours:** 8.15am-5.00pm

**Stage marshal**

**Location:** Great Hall

**Main responsibilities:** To ensure the stage is set prior to each ceremony.

**Description:** You will need to ensure the stage is ready before each ceremony. This includes checking the number of chairs needed on stage, ensuring the correct number of thrones that are on stage, water for the presiding officers is present, and that honorary certificate tubes are present when applicable. You will work closely with the Staff procession marshal(s) to ensure the stage is set up correctly. (You may also assist welcoming guests and distributing ceremony brochures). You will need to assist preparing the hall in between ceremonies and at the end of the day. There may be some manual handling involved with chairs and you should be prepared for that.

**Hours:** 8.15am-5.00pm

**Video Relay Room**

**Location:** Lecture Theatre, Building 22

**Main responsibilities:** Provide excellent customer service welcoming guests without tickets to the hall to watch the ceremonies streamed live.

**Description:** Provide excellent customer service welcoming guests to their ceremony in the video relay room and distributing ceremony brochures. You should encourage a queue outside the video relay room and you will need to be strict regarding entry—we cannot exceed the capacity of the room. You should be friendly and approachable, firm but fair. You may need to help guests to their seats and encourage them to fill up rows. There may be some guests with reserved seating and so you will need to ensure seats are reserved and provide assistance as necessary. You may be checking guest tickets upon entering the lecture theatre. You should have a radio and maintain contact with the Great Hall chief Marshal. You should be prepared to give a welcome and health and safety talk at the start of each
ceremony. You will need to assist preparing the lecture theatre in between ceremonies and at the end of the day. There will be some manual handling involved with boxes of ceremony brochures. You will act as a fire marshal for the video relay room.

**Hours:** 8.15am - 5.00pm

**Acacias**

**Location:** The Acacias

**Main responsibilities:** Provide a friendly service and monitor the VIP entrance to Acacias.

**Description:** You need to be friendly and approachable but have a good understanding for discretion. You need to remain alert as you are representing the University in front of its VIP guests. The Events Team welcome and host VIP guests and honorary graduates and it is important you politely offer assistance and endeavour to understand the needs to the role without encroaching on the proceedings. You also need to ensure only those permitted enter the Acacias. You may need to act as fire marshal.

**Hours:** 8.30am - 4.15pm

**Control Centre**

**Location:** Porter’s Lodge

**Main responsibilities:** To make announcements across the campus and be a key point of contact receiving Graduation Office calls and liaising with security and Graduation Organisers.

**Description:** Provide excellent customer service welcoming guests to campus. You will need to deal with queries on the day from students and guests and will have the ability to use initiative and confidence to liaise with the Graduation Organisers, Chief Student Procession Marshal and Information Desk as necessary. You will appropriately look after and record any lost property. You will also have good time management skills and you will need to make regular announcements about the ceremonies throughout the day.

**Hours:** 7.45am - 6.00pm

**Student Procession Marshals**

**Location:** Procession Marquee and Great Hall

**Main responsibilities:** To ensure students are present, lined up correctly and process them through the Great Hall.

**Description:** You will have great organisation and time management skills. You need to check your procession and correct and present them in the correct order. 20 minutes before the start of the ceremony you will process the students in the hall. During the ceremony, at the appropriate time for your procession, you will lead your students from their seats and round the hall to the stage. You will need to be friendly and approachable, firm but fair. You will need to work well under pressure in a busy environment to ensure your procession does not delay the start of the ceremony.

**Hours:** 8.30am - 5.00pm

**Chief Student Procession Marshal**

**Location:** Procession Marquee and Great Hall

**Main responsibilities:** To oversee the student processions process.
Description: You will have great organisation and time management skills, encouraging student procession marshals to be punctual. You will need to brief the students. You will coordinate corrections to the dean’s lists for the graduation organisers. 20 minutes before the start of the ceremony you will oversee the procession of students to the hall. You will need to be friendly and approachable, firm but fair. You will need to work well under pressure in a busy environment to ensure the ceremony starts on time.

Hours: 8.15am - 5.00pm

Suppliers

Location: Ede and Ravenscroft, building 22 and marquees on the lawns

Main responsibilities: Provide excellent customer service to graduates and guests on behalf of Ede and Ravenscroft and the University.

Description: You will be employed directly by Ede and Ravenscroft. You will work in either gowing or photography sales. Duties include queue management, meeting and greeting guests, processing paperwork, dressing, advising on photo packages, stock checking and general customer service. You need to have great organisational skills and a good approach to customer service.

Hours: TBC

To note: Pay may differ from that offered by the University.