



Interested in becoming a UCD Global Guide in 2026?

Join our team as a Global Guide and play an important student-led role in welcoming and supporting new students as they begin their journey at UCD. You will help deliver events, build connections, and contribute to a friendly and inclusive global community. This role offers the opportunity to develop your leadership, communication, and teamwork skills, while gaining experience in event coordination and student engagement. You will also enhance your confidence, intercultural awareness, and valuable skills that support your personal and professional development.

UCD Global Lounge

The [UCD Global Lounge](#) is a multi-functional space which enables students, staff and the wider UCD community to build connections with each other and the world around them. The space is an expression of UCD's commitment to global engagement, and the activities which take place in the Lounge serve to enhance the global culture of UCD.

Team structure

Global Guides are part of the Global Community Team at UCD Global and are casual, part-time paid positions in the University. Global Guides report to the Global Engagement & Outreach Officer at UCD Global.

What are the duties and responsibilities of a UCD Global Guide?

Global Lounge Events and Administration

- To operate the Welcome Desk at the entrance to the UCD Global Lounge ensuring that users of the Lounge are warmly welcomed and supported.
- To provide peer support and answer students' questions, online and in-person, regarding UCD and student life.
- To assist with events and activities within the Global Lounge, such as 'Language Cafés', 'National Celebrations', 'Movie Nights' and staff events.
- To assist with room set-up, AV equipment and hybrid technology, ensuring the smooth running of events and dealing with any technical issues that may arise.
- To be the main point of contact with event organisers; welcome guests and deal with crowd control.
- To ensure that the UCD Global Lounge is always kept tidy and all equipment is maintained.
- To ensure that there is no infringement of 'house rules', 'health and safety' or equality guidelines.
- To track and complete event records e.g., number of people at events, photos, testimonials and feedback.
- To complete Task Sheets during each shift and inform their Line Manager if certain tasks cannot be completed.
- To assist with UCD Global Reception cover when required.

Orientation and Signposting

- To assist with campus tours during orientation and twice weekly in the term time.
- To direct students to relevant facilities, services and supports in response to queries at the Global Lounge Welcome Desk.

Engagement

- To speak at information sessions, Fairs and talks in the UCD Global Lounge, or via virtual platforms, e.g. Orientation, Student Panel Sessions and UCD Global recruitment events.
- To assist support services across UCD in developing their communications and engagement with international students, both in-person and online.
- To engage with UCD Clubs and Societies to promote global engagement activities.
- To contribute to student engagement activities through UCD Global's networks and alliances.

Social Media Engagement

- To create social media content as well as also starring in and recording videos.
- To assist with creating promotional materials on Canva for events and activities undertaken by the UCD Global Community team

To undertake any other duties as directed by their Line Manager.

Person Specification

The ideal UCD Global Guide will have the following qualities, experience and skills:

- Strong interpersonal, intercultural and communication skills.
- Commitment to helping ensure that international students get the best out of their UCD experience.
- Good organisational, administrative, technical and social media skills.
- A flexible approach and an open-mind.
- Experience of dealing with diverse cultures.
- Reliability and punctuality.
- Ability to represent UCD Global to the highest standard.
- A good knowledge of UCD and its student support services, campus and transport links.
- A good knowledge of Dublin and popular tourist attractions.

Please note that this role involves some manual lifting, i.e. moving tables and chairs or room set-up.

Other Information

- All UCD students who will have completed one academic year at UCD by the end of May 2026 are invited to apply, including postgraduate and PhD students.
- Mandatory training will take place in August 2026 and January 2027. Training for August 2026 will occur the week of 24 August 2026 which is anticipated to last the entire week with sessions held in person between approximately 9am and 5pm at the UCD Belfield campus. Exact times to be confirmed. Global Guides must be available to attend any training responsibilities in-person at the UCD Belfield campus.
- Global Guides are typically allocated 3–4 shifts per week during the teaching term, with each shift lasting four hours. Shift schedules are confirmed each Wednesday and agreed between the Global Engagement & Outreach Officer and the individual Guide, based on weekly availability. The number of Guides required for morning and afternoon shifts will vary depending on scheduled events and the Global Lounge timetable.
- Global Guides must be available to work during Orientation periods in September 2026 and January 2027. For January Orientation, this will be approximately the week before the Spring Teaching Term begins. For September Orientation, this will include approximately the week before the Autumn Teaching Term and the first two weeks of

term. Exact dates will be confirmed in advance of the Teaching Term. Further details will be provided to shortlisted candidates.

- Global Guides are eligible to apply for a [UCD Advantage Award](#) which formally acknowledges student engagement in co-curricular activities.
- Further details will be given to shortlisted candidates.

What We Offer

An opportunity to enrich your UCD experience by joining a dynamic, student-facing team and playing a key role in supporting the global student community. You will receive comprehensive training to build valuable personal and professional skills, including:

- Understanding the Global Guide role and developing leadership skills
- An introduction to UCD Global and the Global Lounge as key student supports
- Building confidence in responding to student queries and providing peer support
- Developing intercultural awareness and inclusive communication skills
- Dignity and Respect training to support a positive community environment
- Creating engaging social media content and developing digital communication skills
- Gaining hands-on experience with AV equipment and hybrid event technology

This training will equip you with transferable skills that enhance your confidence, employability, and overall student experience.

Working Hours

Global Guides are employed during term-time, Monday to Friday 09:00 - 17:00. The third shift, 17:00 to 21:00 evening shifts, operates on an as-needed basis, depending on whether events are scheduled in the Global Lounge during the evening. Shifts are agreed between the *Global Engagement & Outreach Officer* and the individual Guides depending on their academic timetable and availability. Global Guides are required to work during January and September Orientation weeks (week before Spring and Autumn trimesters). Additional shifts may be scheduled outside of term time or on weekends when requests come in but will be discussed with Guides in advance to determine availability.

Remuneration:

- Global Guides are paid the “Casual Hourly Point 1” hourly rate based on UCD pay scales for casual / temporary employees. The hourly rate is governed by prevailing UCD casual / temporary employee pay policy, and is subject to change.

- Global Guides must submit a weekly timesheet for their hours worked via UniJobs by the deadlines specified.
- Payment is also provided for time spent at training and official meetings called by the Global Engagement & Outreach Officer.

Senior Global Guide - Role Overview and Responsibilities

The Senior Global Guide serves as an experienced peer leader within the Global Guide team, providing enhanced leadership, mentorship, and administrative support to both fellow Global Guides and UCD Global. Working closely with the Global Engagement & Outreach Officer, the Senior Global Guide plays a key role in strengthening team cohesion, supporting the delivery of training and development initiatives, and contributing to the effective operation of Global Guide programmes and activities.

In addition to fulfilling all standard duties of a Global Guide, as outlined in the “What are the Duties of a Global Guide” section of this document, the Senior Global Guide is expected to demonstrate leadership by acting as a point of guidance and support for other team members, helping to foster a positive and collaborative team environment.

Specific responsibilities of the Senior Global Guide may include, but are not limited to:

- Assisting with the planning, coordination, and delivery of Global Guide training sessions and team development initiatives, and supporting the ongoing development of team members
- Supporting the organisation, scheduling, facilitation, and documentation of official Global Guide meetings
- Acting as a representative of the Global Guide team by attending occasional UCD Global Community Meetings and contributing feedback, insights, and updates
- Providing leadership and mentorship to fellow Global Guides, offering guidance, sharing experience, and supporting their engagement and performance in the role
- Assisting with special projects and events that support the objectives and activities of UCD Global and enhance the Global Guide programme
- Undertaking additional duties and responsibilities, as assigned by the Global Engagement & Outreach Officer, in support of UCD Global priorities

The *Global Engagement & Outreach Officer* will schedule working hours for the Senior Global Guide to complete Senior Global Guide responsibilities, as needed, in consultation with the Senior Global Guide’s availability. Global Guides during the 2025/2026 Academic Year may indicate interest in the Senior Global Guide position via the Global Guide application process.