

JOB DESCRIPTION

Job Title:	Representation Coordinator	Responsible to:	Student Voice Manager
Salary:	£22,000	Location:	Hatfield, Hertfordshire
Responsible for:	Student Staff		
Responsible to:	The post holder reports to the Student Voice Manager as well as working closely with other staff, Students' Union Managers and Elected Officers.		
Contacts:	The post holder will come into contact with students, Students' Union Managers, staff and Elected Officers and University staff.		

Purpose: Lead on the effective engagement with students involved in the Representation system to ensure we are representing students' best academic interests.

The Role: Working with students, elected officers and colleagues from the Union and the University, this role supports academic representation through the development and delivery of the Student Representation system, School Officers, School Community Organisers and wider representation activities.

Vision: Our vision at Hertfordshire Students' Union is that we put students first. Our Student Voice team is a core part of our vision and the role of Representation Coordinator is essential in delivering student views so we can continue to put students at the heart of every service we run on behalf of students at the University of Hertfordshire.

Values: We are a truly values-led organisation. As such, we're looking for someone who lives our everyday values of innovation, collaboration and friendliness whilst ensuring our students' union is truly representative of Herts students. We encourage our team to have fun at work while never losing sight of our vision.

Service Excellence: We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Key role requirements:

To coordinate the development and delivery of the effective academic representation through the development and delivery of the Student Rep system, School Officers, School Community Organisers and wider representation activities.

Main duties and responsibilities:

Academic Representation:

1. Provide support to the academic representation structures within the University of Hertfordshire, working closely with Student Representatives, School Officers, Elected Officers, school professional and academic staff and other key stakeholders.
2. Provide training and development opportunities for Student Representatives, School Officers, and other key stakeholders.
3. Maintain and develop effective communication systems with and from Student Representatives, School Officers, School Community Organisers and University staff.
4. In conjunction with schools' academic and professional staff, facilitate online and offline feedback mechanisms for Student Representatives and School Officers.

5. Maintain resources and materials to support Student Representatives, School Officers and other key stakeholders.
6. Ensure that Student Representatives, School Officers and Elected Officers are briefed and supported on issues affecting their respective areas.
7. Help coordinate the Student Representative elections, working in partnership with academic Schools.
8. Work to help develop the representation of Postgraduate Research Students.
9. Organise the School Community Organiser appointment process with each School.
10. Maintain communication and support for School Community Organisers, assisting where possible.
11. Work with Union research to help update and prepare Student Representatives for their roles and relevant meetings.

Democracy:

1. Organise and facilitate meetings of the Student Council.
2. Assist in the delivery of SU Elections.

General:

1. Develop and maintain contacts with colleagues within other Students' Unions and relevant organisations, including site visits to other Students' Unions.
2. Keep abreast of relevant national and local developments, changes in legislation, and good practice and attend conferences, training events and meetings as necessary.
3. Have a flexible approach to work and to undertake any other reasonable duties which may be required.
4. Aspire to the highest standards of customer care at all times and, in conjunction with other relevant Union staff, to identify and respond to customer needs.
5. Abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union Policies and Procedures at all times.
6. Work flexibly and efficiently to promote a positive image of Hertfordshire Students' Union at all times.
7. Set high standards of integrity, punctuality, accuracy, politeness and professionalism by personal example.
8. Be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

This document outlines the general duties required for the time being for the post of Representation Coordinator. This is neither a comprehensive or exhaustive list and the duties may be varied from time to time and may be changed, added to or deducted from. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement.

PERSON SPECIFICATION

Representation Coordinator

	Assessed at Application (A) Interview (I) Presentation (P) Test (T)
ESSENTIAL	
Good general education, to degree level or equivalent	A
Knowledge of key issues affecting students in Higher Education	A, P, I
Computer Literate	A, P
Excellent written and verbal communication skills, ability to communicate at all levels	A, P, I
Ability to create and maintain strong working relationships with a wider range of people including university staff and external providers	I
Ability to overcome hurdles and problems in a constructive manner	I
Self-motivated and self-reliant	A, I
Punctual and well organised	A
A good team player and pro-active with drive and enthusiasm	A
Facilitative of others' ideas and non-judgemental	I
Flexible working, including evenings and weekends where required.	A, I
DESIRABLE	
Experience of or awareness of policy creation	A
Experience of working or volunteering in representation	A
Experience or qualifications in writing and delivering training	A
Experience of project or event management	A, I
Experience of supporting meetings or committees	A
Experience of providing briefings	A, P
Experience of managing staff or volunteers	A
Experience in a student-focused organisation	A
Evidence of continuous commitment to career and personal development	A
Ability to deal with conflict or challenging situations with tact and sensitivity	I
Appreciation of the culture and working arrangements within Students' Unions	I