

Job Description: Representation Coordinator

Salary/Grade: £25,132

Responsible to: Representation Manager

Responsible for: Lead Representatives (Student staff posts)

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. Purpose of Post:

To deliver and enhance Student Representation at Sheffield Hallam University, creating opportunities for students to contribute meaningfully to discussions around the student experience and ensuring that students' feedback results in real change. By working closely with our Officer team and Course Reps, line managing a team of Lead Reps, you will equip students at all levels with skills and knowledge to carry out their representative roles. You will effectively manage relationships at all levels at the University to ensure that Reps have a say. You will also proactively use a variety of digital solutions to monitor and enhance students' engagement with the Union's representation activities.

2. Main Duties and Responsibilities

Delivering Student Representation

- In partnership with the University, support the development of the Student Representation System at Sheffield Hallam University.
- Act as the key contact for Student Representation for one of the three Colleges at Sheffield Hallam University, building and managing relationships with, and responding to enquiries from, key stakeholders across the College, including academics, administrative staff, Course Reps, and other students.
- Help to create a thriving network of Reps by supporting in the recruitment of all Student Representatives, including both voluntary and student staff roles, and building strong connections that enable students to take collective action on the issues that matter to them.
- Effectively support, supervise and mentor a team of part-time student staff Lead Representatives, ensuring that they are motivated, making progress on their objectives and making real change at the University, and ensuring that the Department Representative project runs within budget.
- Help to deliver training and development activity for Student Representatives.
- Service and organise a variety of meetings within the Union and the University, including for our Education Officers and Lead Reps, ensuring that student feedback is well-documented, actions can be scrutinised, and students are supported to contribute.

- Work closely with the respective elected Education Officer to ensure that feedback is acted upon and escalated where necessary, and support and advise them to deliver changes for students.
- Assist in the planning, delivery and evaluation of recruitment and networking activities, and contribute ideas for new activities.
- Work with the Representation Manager and other Representation Coordinators to ensure that we are reaching as many students as possible and demonstrating the Union's impact to them.

Supporting Department Activity and Strategy

- Use a variety of software systems to monitor and enhance student engagement and contribute ideas for improved ways of monitoring and enhancing student engagement.
- Work with the Research, Insight & Student Voice team to conduct research on Academic Representation activities and use outcomes to enhance our services.
- Ensure relevant sections of the Students' Union website are up to date and contribute to enhancing our online offering, including social media.
- Support the delivery of the Team strategy and the Union's strategy, taking responsibility for targets and KPIs within your area of activity.

Developing the Students' Union

- Proactively support the delivery of cross-Union activities, such as Elections and Welcome Week.
- Deal with requests and queries from a variety of groups and individuals, ensuring outstanding customer service.
- Ensure all of our activity is compliant with relevant legislation, including GDPR and Charity Law.
- Help to encourage cross-team working, effective communication, and innovation across the organisation.
- Contribute to the delivery of the Students' Union's Equality, Diversity and Inclusion agenda and embody the organisation's values of being:
 - Inclusive
 - Authentic
 - Bold

PERSON SPECIFICATION

Job Title: Representation Coordinator

Requirements		Essential (E) Desirable (D)	Assessed by Application (A), Task (T), Interview (I)
1	Qualifications/Training		
1.1	Good general education, typically to degree level or equivalent or relevant experience	E	A
2	Experience		
2.1	Experience communicating ideas clearly to others, e.g. explaining, persuading, presenting or supporting someone's learning.	E	A/T/I
2.2	Experience working with others to solve problems, improve something, or make change happen, whether through paid work, study, volunteering or campaigning	E	A/I
2.3	Experience of managing staff or volunteers	D	I
2.4	Experience of involvement with student representation, democracy or campaigning activity	D	I
3	Knowledge		
3.1	Awareness of some of the challenges students can face at university, and why student voice matters	E	A/I
3.2	Understanding of how decisions are made in large organisations, and how to influence them	D	I
4	Skills		
4.1	Confident using everyday digital tools (e.g. email, shared docs, task and project management)	E	A
4.2	Ability to work unsupervised, on own initiative and work to deadlines, managing several projects simultaneously, with conflicting priorities.	E	A/I
4.3	Ability to identify patterns and use sound judgement to decide what to escalate or prioritise	D	T/I
4.4	A collaborative approach: open to working with students, staff, and team members from different backgrounds and perspectives.	E	I
4.5	A people-centred mindset: inclusive and supportive when working with student staff and volunteers, but comfortable setting expectations when needed.	E	I
4.6	A commitment to student voice, and to empowering student representatives at Hallam to lead on improving their experience.	E	A/I