

## Job Description: Representation Coordinator

Salary:	£23,382
Responsible to:	Representation & Democracy Manager
Responsible for:	Student staff posts

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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.

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### 1. Purpose of Post:

To deliver and enhance Academic Representation at Sheffield Hallam University, creating opportunities for students to contribute meaningfully to discussions around the student experience. By managing volunteer and student staff roles, including our paid Department Representatives, and collaborating with elected Officers, you will equip students at all levels with skills and knowledge to carry out their representative roles. 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 Academic Representation

- In partnership with the University, support the development of the Academic Representation System at Sheffield Hallam University.
- Act as the key contact for Academic Representation for one of the three Colleges at Sheffield Hallam University, building relationships with, and responding to enquiries from, key stakeholders across the College, including academics, administrative staff, Course Reps, and other students.
- Support in the recruitment, year-round engagement, and recognition of all Student Representatives, including both voluntary and student staff roles.
- Line manage student staff, in particular our Department Reps, ensuring that they are motivated, performing highly and aware of the Union's goals and of their own personal development goals, and ensuring that the Department Representative project runs within budget.
- Promote awareness and visibility of Students' Union Representatives, both online and in-person, including through outreach activity.
- Alongside the College Officer & Department Representatives, act as an advocate for students in the College, championing students' rights and interests.
- Contribute to the delivery and development of engaging and relevant training content, in a variety of formats, to ensure that Student Representatives are able to perform their role effectively.
- Facilitate a variety of meetings within the Union and the University, including the College Executive meeting of College Officer and Department Reps,

ensuring that student feedback is well documented, and actions can be scrutinised.

- Work closely with the respective elected College Officer to ensure that feedback is acted upon and escalated where necessary and provide support and advice relating to their priorities.
- Assist in the planning, delivery and evaluation of events, including training, social, and awards events for Representatives, and contribute ideas for new and innovative events.

#### Supporting Department Activity and Strategy

- Use a variety of software systems to monitor and manage student engagement and contribute to the development of new processes and systems to enhance monitoring and 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 Union's strategy within the Representation & Democracy Team and beyond, 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 Passion, Honesty, Dedication, Innovation & Diversity.

**PERSON SPECIFICATION**  
Job Title: Representation Coordinator

Requirements		Essential (E) Desirable (D)	Assessed by Applicatio n (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 of preparing and delivering presentations and/or training to small groups and facilitating group discussions, disseminating key points of interest.	E	A/T/I
2.2	Experience of working with and engaging diverse groups of people with the ability to present information in a concise and engaging way, for a variety of audiences.	E	I
2.3	Experience of mentoring, supervising or managing others	E	A/I
2.4	Experience of involvement with representational or democratic activity	D	A/I
3	Knowledge		
3.1	An understanding of issues facing students in Higher Education	E	A/I
3.2	Understanding of good practice in volunteer management	D	I
4	Skills & Attributes		
4.1	Be a confident user of Microsoft Office Suite and collaborative technologies such as Teams, with the ability to learn unfamiliar software.	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