

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, and 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.
- Support in the recruitment of all Student Representatives, including both voluntary and student staff roles.
- 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 supporting budget monitoring and ensuring activity remains within agreed budgets.
- Support the delivery of 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 colleagues across the organisation to conduct research on Student 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.
- 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 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 clearly and confidently in contexts such as presenting ideas, supporting others, influencing, or explaining information.	E	A/T/I
2.2	Experience working with others to solve problems, improve something, or deliver change, whether through paid work, study, volunteering or campaigning	E	A/I
2.3	Experience of supervising, supporting, or coordinating others	D	I
2.4	Experience of involvement with student representation, student voice, democracy or campaigning activity	D	I
3	Knowledge		
3.1	Understanding of key challenges students can face at university, and how Student Representation contributes to addressing them	E	A/I
3.2	Understanding of how decisions are made in large organisations and how influence can be applied within them	D	I
4	Skills		
4.1	Confident use of standard digital tools (email, shared documents, spreadsheets, and task management systems) and ability to learn new systems	E	A
4.2	Ability to work independently, manage competing priorities, and deliver work to deadlines	E	A/I
4.3	Ability to identify patterns and use sound judgement to decide what to escalate or prioritise	D	T/I
5	Values & Approach		
5.1	Collaborative approach, working effectively with students, staff, and stakeholders from diverse backgrounds and perspectives	E	I
5.2	People-centred mindset: supportive and approachable with student staff and volunteers, while setting clear expectations and addressing performance issues appropriately	E	I
5.3	Commitment to student voice and to enabling student representatives to influence meaningful change in the student experience	E	A/T/I