

Representation Manager Job Description

Salary: £35,647

Responsible to: Head of Advocacy

Responsible for: Representation Coordinators

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.

Role Purpose:

Ensure that students' academic interests are appropriately represented, through ever increasing engagement with course and department representatives. Designing and implementing protocols that enable the Student Union.

understand what issues students are facing and then feeding back what we did to help and signposting students to appropriate services or assets. Recruiting training, and supporting the student representatives you will ensure that more courses are adequately represented each year.

Working with the Head of Advocacy for leading the Students' Union's academic representation and democratic engagement functions, ensuring students are empowered to shape their academic experience and the direction of their Students' Union through meaningful participation.

Key Duties:

- Recruit, train and support course and department representatives.
- Create and establish 360 feedback methodology, ensuring we understand the students' issues and the students know how we are supporting them.
- Raise and represent the students' academic needs with the university or other stake holders.

Through the management of the student voice & representation system, student elections, referenda and democratic decision-making structures, you will create opportunities for students to contribute their views, influence change and see the impact of their participation.

By overseeing the recruitment, development and support of Lead Representatives, Course Representatives, elected Officers and democratic student leaders, you will ensure that students are effectively represented and that our democratic processes are accessible, relevant and trusted. You will use insight, evaluation and feedback to lead the continuous development of representative and democratic structures that enable meaningful participation, strengthen student influence and create lasting positive change.

Main Duties and Responsibilities

- Work with the Head of Advocacy to develop and implement the strategic and operational approach to representation and democracy, establishing measures that assess the quality, inclusivity and impact of student involvement.
- Monitor and report on progress, targets, and key performance indicators for their team.
- Responsible for the delivery of outstanding student representation and democratic participation opportunities, ensuring students can meaningfully influence academic, institutional and Students' Union decision-making.
- Providing compliance reports to Head of Advocacy for inclusion.
- Deep level of understanding of governing documents e.g. Bye Laws, Articles of Association and compliance with Education Act.
- Support elections complaints handling.
- Work in partnership with the University to deliver an outstanding student representation system and processes, championing good practice and ensuring a consistent quality approach across the whole organisation.
- Work with the Representation team to provide operational management, ongoing support, induction and training for our elected Student Union Officers and student representatives.
- Ensure the effective delivery of the Students' Union's democratic activity.
- Hold operational responsibility for student elections and referenda, ensuring they are well-governed, inclusive, engaging and deliver meaningful opportunities for students to participate as candidates, campaigners and voters.
- Develop and continuously improve democratic structures, policies and processes to strengthen student voice, accountability and participation in the Students' Union.
- Work with elected Officers, student leaders and University partners to increase awareness of democratic opportunities and strengthen the culture of participation across the student community.

Team Management

- Lead and support the Representation team, providing effective line management, coaching, performance management, recruitment, induction and professional development.
- Ensure the delivery of high-quality, student-focused services through effective resource planning, workload management, objective setting and continuous performance monitoring.

Systems and Technology

- Lead the effective administration and development of systems, platforms and technologies that support representation, democracy, elections, insight gathering and student engagement activity.
- Maintain a good working knowledge of the Union's digital infrastructure, ensuring data accuracy, process efficiency, reporting capability and compliance with organisational policies and procedures.

Representation Manager Person Specification

Requirements		Essential (E) Desirable (D)	Assessed by Application (A), Task (T), Interview (I)
1.	Qualifications		
1.1	Good general level of education, typically to degree level or evidence of equivalent relevant experience	E	A
2.	Experience		
2.1	Experience of leading projects or areas of work, taking responsibility for planning and delivery, and achieving defined objectives.	E	I
2.2	Experience of coordinating the work of others, providing guidance and support, and helping people work towards shared objectives.	E	I
2.3	Experience of working collaboratively with colleagues and stakeholders to deliver outcomes.	E	T
2.4	Experience in a students' union, higher education or a comparable member-led, representative or advocacy setting.	D	A
3.	Skills		
3.1	Ability to plan and prioritise work, manage competing demands and turn objectives into practical action.	E	I
3.2	Ability to support and develop others, communicate expectations clearly and address issues constructively.	E	I
3.3	Confidence using digital systems, databases and information to manage work accurately, maintain records and support service delivery.	E	I
3.4	Ability to build effective working relationships, influence stakeholders and navigate differing perspectives while advocating for students.	E	I
3.5	Ability to analyse information and feedback, exercise sound judgement, solve problems and develop practical improvements to services or ways of working.	E	I
4.	Knowledge		
4.1	Understanding of the purpose of a students' union and the importance of student representation, participation and inclusion.	E	A
4.2	Knowledge of student representation structures, democratic processes or the higher education environment.	D	A
5.	Attributes & Values		
5.1	Proactive, organised and reliable, with a focus on following through and delivering outcomes.	E	T

5.2	Willingness to learn, reflect on feedback, adapt and seek support when needed.	E	I
5.3	Collaborative and inclusive approach, with a commitment to the independence of the students' union and its role in representing students.	E	T

***A – Application, T – Task, I – Interview**