

Role description: School Representative 2019-2020

Role:	School Representative
Responsible to:	Student Voice Coordinator, Sabbatical Officers
Remuneration:	None (Voluntary)

Overview of the role

School Representatives play a crucial role in improving the student experience. They act as the point of contact between all Course Representatives in their Directorate and the Head of School. They also liaise with their Sabbatical Officer to ensure that student issues and concerns are raised and dealt with at an appropriate level when they fall outside of the School's scope. They work in partnership with senior staff to ensure the department is listening to, and acting on, student feedback to deliver an excellent student experience.

Time Commitment

This is a voluntary and unpaid role. Attendance at various University and Union meetings during term time would be expected as well as regular time spent listening and talking to students both face to face and online.

Responsibilities of the role:

- Collating the feedback from Course Reps on their experience, face-to-face & online.
- Analysing data to identify directorate-level issues and writing reports when required.
- Conducting further research into School-wide issues, with support of the Students' Union. Disseminating Students' Union led research to Course Reps when required.
- Working with other School Reps across Directorates to represent students' views to the Union + University and seeking to improve student life.
- Attending relevant meetings with University staff to discuss feedback on behalf of the Directorate.
- Taking part in quality enhancement, reviewing current courses and making recommendations for change.
- Assisting with the training of Course Representatives when required.
- Acting as the *Library Champion* for the Department and using the Library Champion budget to request books to order.
- Attending meetings of the Union's Academic Executive and other relevant meetings.
- Taking part in the review and approval of programmes across the university.
- As and when required, attending Academic Misconduct and Fitness to Practice procedures.

Skills you will develop:

As part of this role you will gain access to training opportunities, and will be supported in developing the following skills:

- The ability to build relationships with, and influence, senior staff.
- The ability to communicate effectively in a verbal and written context to a wide range of individuals.
- Emotional intelligence and the ability to create a supportive environment that recognises the emotions of other individuals and groups of people.
- Problem solving of specific issues through critical thinking and analysis.

- The ability to manage your own behaviour and actions in a professional environment.
- The ability to collect and analyse data sets.
- Negotiation and conflict management.
- An in depth understanding of the Higher Education Sector.