



Job Description

Student Voice Co-ordinator: Academic Representation

Contract type	Permanent
Working hours	35 hours per week
Location	Wales based. However, a strong presence will be needed on Carmarthen and/or Lampeter Campus, so travel there is expected at least two days a week. The role is also expected to work across all UWTSD sites with semi-regular travel to each of them to support the wider Voice team.
Responsible for	Student Voice Reps and on occasion casual student staff
Reporting to	Student Voice & Advocacy Manager
Purpose	<ul style="list-style-type: none">i) Coordinate, develop and administer Student Voice activity within the Students' Union (Academic Representation, Democratic processes, and Students' Union Research) for all UWTSD sites.ii) Work closely with elected officers, students, and University staff to support and develop both the academic representative system as well as the union's wider democratic processes.iii) Ensure that the Student Voice is used to enhance the student academic experience through effective opportunities for students to express their views and be actively engaged in decision-making processes in their programmes and the wider University.iv) To support and empower our student leaders to achieve their objectives.

Duties of the Student Voice Co-ordinator: Academic Representation

- i) Co-ordinate, develop and administer Student Voice activity within the Students' Union (Academic Representation, Democratic processes, and Students' Union Research) for all UWTSD sites.**
 - Co-ordinate the advertisement, election, and training of UWTSD Course and Student Voice Representatives.
 - Support reps in preparing for meetings, helping them to identify both issues and good practice within Institutes and programmes.



- Manage and maintain an accurate database of reps, reporting annually on the demographics of participating students creating a plan of action as to how to remove barriers to participation.
- Develop and manage stakeholder relationships of all levels of the university to support reps to achieve their objectives
- Monitor the impact of the student voice at School and Institute-level meetings, reporting on trends and outcomes of issues raised by reps across the University.
- Assist in the promotion of the full range of annual online sector and institutional student feedback surveys.
- Work in a highly collaborative nature with the other Student Voice Co-ordinators in London and Birmingham.
- Support the delivery of inductions across all UWTSD sites as and when needed.
- Contribute to the research, creation, and writing of the Annual Quality Report.

ii) Work closely with elected officers, students, and University staff to support and develop both the academic representative system as well as the union's wider democratic processes.

- Promote the online 'Big Ideas' process generating student engagement and ideas.
- Support the Student Voice Co-ordinator: Democracy & Campaigns to manage the Campus and SU Councils, and Annual General Meeting
- Support the Student Voice Co-ordinator: Democracy & Campaigns to co-ordinate the training and development of elected part-time officers, and support them to set and achieve relevant objectives.

iii) Ensure that the Student Voice is used to enhance the student academic experience through effective opportunities for students to express their views and be actively engaged in decision-making processes in their programmes and the wider University.

- Ensure effective delivery of student representation in line with the Academic Quality Handbook.
- Support the Student Voice & Advocacy Manager to regular review student representation to enable continuous improvement with a report on the impact of course reps at least every quarter.
- Support and mentor Student Voice Reps, including facilitating regular one to ones and providing relevant training to ensure the University-wide representation programme is effective.
- Regularly monitor and evaluate the training programmes for students in representation roles incorporating student feedback.
- Collaborate with the SU Design and Communications Team to develop effective, and timely, communication related to student representation.



- Ensure student feedback from representation activity is collated and shared as appropriate.
- Contribute to an annual programme of events and support including the potential for an Annual Representation Conference.
- Support the Student Voice & Advocacy Manager and the sabbatical officers to represent the Students' Union at appropriate University committees and groups where required.
- Maintain own professional networks; taking opportunities to promote UWTSD SU on a local and national level and use sector-wide research and trends to inform activity and improvements.

iv) To support and empower our student leaders to achieve their objectives.

- Create an appropriate working relationship with student leaders where the post holder can coach and empower representatives without providing their own opinion or unduly influence policy.
- Working with colleagues across the SU on the campaign objectives of the sabbatical officer team and part-time officer teams.

General Duties

- To support, advise and assist elected student officers in the achievement of their aims and objectives.
- To discharge all relevant Health and Safety Responsibilities.
- To adhere to all relevant Students' Union Policies and Procedures.
- To adhere to all relevant UWTSD Policies and Procedures.
- To be adaptable to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development.
- To represent the Students' Union at relevant professional networks, events and conferences.

To support and promote the Students' Union's values whilst undertaking duties, demonstrating commitments to equality, bilingualism, sustainability and democracy.



Personal Specification

Student Voice Co-ordinator: Academic Representation

Essential

- Some experience of representation, advocacy and/or case-work.
- Knowledge, experience, and understanding of managing volunteers and the support they require
- Strong communication and public speaking skills, particularly the ability to communicate effectively with different types of people.
- Experience of delivering a variety of training sessions
- The ability to establish effective working relationships with colleagues both internally and externally across large organisations
- Experience of successfully delivering project activity to meet set aims and objectives.
- Commitment to finding innovative ways to interface with groups of people on a variety of issues.
- Interest in Higher Education policy and in the detail of academic regulations (or equivalent)
- Ability to work independently to plan and execute agreed project activity.
- Demonstratable experience of coaching others without expressing your own opinion
- Appropriate level of IT Skills and willingness to learn new software packages
- Analytical and questioning approach.
- Ability to conduct research activity and explain and summarise data.
- Willingness to accept additional responsibilities.
- Personal commitment to equality, diversity, and inclusion

Desirable

- Experience of working in a Students' Union.
- Knowledge of HE institution frameworks and structures.
- Educated to degree level or equivalent, or possess equivalent experience
- A good understanding of the roles of Officers and Students' Unions in HE institutions.
- Ability to communicate through the medium of Welsh, or a willingness to learn to the required level