**Department Representative Role Description**  
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**Start Date:** 1st July 2021

**End Date:** 30th June 2022

**Hours**: Minimum 2 hours per week

**Key Relationships:** RSU Student Voice & Insights Coordinator, RSU Vice President Education, Programme Representatives, Student Engagement team, Head of Department, and Academic Department Learning & Teaching leads.

**Purpose of the role:** The post holder will act as the link between the Programme Reps and the Department, be the lead student representative of the Department and a mentor to the Programme Reps. They will drive student engagement and work with the University and the Students’ Union to collect & collate student feedback and close the feedback loop.

**Duties & Responsibilities:**

* Lead, mentor and support Programme Reps throughout the academic year.
* Arrange and chair Departmental Rep Forums once a term
* Communicate with Programme Reps via email and on social media to keep them up to date with the latest updates, key issues and news in their Department.
* Communicate feedback to the Departmental staff and the RSU, work with them to action it accordingly, if necessary, and follow-up to ensure any changes have been implemented.
* Close the feedback loop with programme representatives by informing them on what you have done with their feedback and updating them on any resulting actions and progress.
* Attend Department Committee Meetings (DCM - in agreement with HOD), Departmental Learning Teaching and Quality Group meetings (DLTQG), Student Senate, and any other meetings required by the Department.
* Arrange pre-Board meetings with the Programme Reps prior to the Programme board meetings to prepare and discuss feedback, and attend Programme Boards if required.
* Attend Department Rep catch-up meetings with RSU, and any other meetings that may be required throughout the year.
* Promote and encourage student participation in surveys, such as module evaluations, RSU surveys, and the National Student Survey (NSS).
* Attend at least one Programme Validation Panel.

**Expectations:**

* Be the key contact for Programme Reps and the key communicator between reps, the Department and the RSU.
* Be the lead student representative for the department at Departmental meetings - collect feedback and raise it accordingly, and communicate this with the RSU.
* Work with the department on local student engagement projects.
* Commit to the role for a minimum of 2 hours per week, which may vary week to week (some weeks may be busier than others).
* Commit to operate in a sustainable way, ensuring the role has a minimal environmental impact.

**Benefits:**

* Personal development through a leadership role: this role offers an opportunity for personal growth and development in a variety of skills, such as communication and personal skills and self-confidence.
* Networking opportunities: the role offers valuable opportunities for networking amongst University staff as well as students and student representatives.
* An insight of the University procedures and representation structures, Programme Validation process and a place at Student Senate (highest level of student representation at a University Committee).
* An opportunity to improve and shape the student experience for programmes at University of Roehampton.
* An opportunity to shape the way the RSU works and influence university policy and procedures by working closely with the RSU officers, staff team, student engagement, academic and professional services staff.
* Opportunity to be nominated for ‘Department Rep of the Year’ award as part of the RSU Awards.
* Subject to completing duties outlined in the role to a satisfactory standard, receive an Honorarium from the university of up to £350 and a written reference.

**Training & Support:**

* All Department Reps will receive a thorough induction and a Briefing document at the beginning of the academic year.
* All Department Reps will undergo training and development with the Vice President Education, RSU staff and the Student Engagement team.
* All Department Reps will receive ongoing support from UoR staff and RSU in order to be fully effective within their roles.

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| **Key Employability Skills you can develop in this role:** | |
| **Written Communication**  *(E.g. email, written reports)* | **X** |
| **Verbal Communication** *(E.g. communication in a variety of settings with students, University Committees, RSU staff)* | **X** |
| **Delegation**  *(E.g. leading and mentoring programme reps)* | **X** |
| **Decision Making**  *(E.g. at Programme Validation Panel, at Departmental and University Committees)* | **X** |
| **People Management** *(E.g. leading Rep Forums)* | **X** |
| **Negotiation** *(E.g negotiating with University staff and students)* | **X** |
| **Leadership**  *(E.g. leading the programme reps within the department)* | **X** |
| **Teamwork**  *(E.g. working with the RSU and Vice President Education, the Academic Department, and Programme Reps)* | **X** |
| **Time Management**  *(E,g, Attending meetings, submitting reports, reading papers for meetings)* | **X** |
| **I.T.** *(E.g. Outlook, Word: sending emails, managing Outlook calendar, writing reports)* | **X** |
| **Organisation/Planning**  *(E.g. planning rep forums, collecting feedback for meetings, submitting reports)* | **X** |
| **Problem Solving** *(E.g. working with the RSU and the University to find solutions to local or wider issues within Programmes, Department, the University, or the RSU)* | **X** |
| **Working with a variety of Stakeholders**  *(E.g. working with senior members of the University, departmental staff, the RSU and students)* | **X** |
| **Motivating Volunteers**  *(E.g. encouraging programme reps to be active in their roles, collect feedback and attend meetings)* | **X** |
| **Resilience**  *(E.g. working with departmental staff and the RSU to resolve issues affecting students)* | **X** |