Representation Assistant: Job Description & Person Specification

Key Information

Job Title	Representation Assistant
Department	Membership and Marketing
Team	Representation
Reporting to	Academic Communities Coordinator, Campaigns and Insights Coordinator or Representation Coordinator
Direct Management Responsibility	N/A
Location	Roehampton Students' Union
Hourly Rate of Pay	£12.21 (excluding holiday pay) £13.68 (including holiday pay)
Hours of work	Up to 20 hours per week during term time (between Monday to Friday 09:00 – 17:00) Occasional requirement for work on weekends and evenings depending on the business requirements.
Contract type	Zero-hours (in accordance with the needs of the organisation and the individual staff member), fixed-term.

Purpose of the Role

The number one role of the Students' Union is ensuring students have their voices heard through a combination of democratic (our elected officers) and academic representatives, empowering students to deliver campaigns for change, and effective democratic structures. This role will support all areas of our work in representation, in particular back-office administration, calendar management and communications support.

Key Responsibilities

To help make this job description as clear as possible, we've included some examples of the type of work/jobs you'll be asked to do on a regular basis as part of this role:

- Support the coordination of recruitment, training, and induction of our academic representatives.
- Support the coordination of the Union's set of democratic meetings and functions including Students' Union Council, General Meetings, student forum and Ideas platform.
- Support the coordination of the Union's set of academic representation meetings and functions including RSU Education forum and MSL Feedback platform.
- To support the organisation of any consultation events, which may include debates, focus groups and workshops to ensure students can feed into policy proposals.
- Assist with writing concise and engaging content for the Representation webpages and social media to help engage students with democratic activity.

- Respond to enquiries received through various RSU communication channels, e.g. email, phone, and face-to-face.
- Support in the administration of the awards and recognition schemes.
- Analyse feedback collected through MSL Feedback and create summary reports of feedback submitted.
- Share student feedback with the relevant stakeholder such as RSU VP Education, Heads of Schools and University key academic staff as necessary.
- Assist with the administration of Survey Superheros, including building surveys, analysing responses, and paying participants.
- Organise Student Panel Representatives, distributing papers, preparing briefings, analysing reports and managing calendar invites.
- Work closely with the RSU Representation Team to ensure feedback is addressed within the appropriate timeframes.

General Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's articles of association and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification

Education & Training	Essential	Desirable
Must be a current University of Roehampton student for the 2025/2026 academic year.	X	
Experience & Knowledge		
Experience of working in a customer service/office administration role (either voluntary or paid).		X
Experienced user of the Microsoft Office suite (Word, Excel, Outlook)	X	
Working knowledge of Students' Unions, policy making, and the wider Higher Education sector.		X
Skills & Abilities		
An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times.	X	
Excellent communication skills, both verbal and written.	X	
Keen attention to detail and ability to complete tasks to a high standard.	X	
Enthusiasm to develop your skills and knowledge.	X	
Ability to analyse data and use the results to produce reports.		X
The ability to work independently on your own initiative, and co-operatively within a team environment.	X	
Demonstrable ability to work with confidential information, displaying tact and discretion with regards to the disclosure and handling of information of a confidential and/or sensitive nature.	X	
Business Requirements		
Ability to work occasionally on weekends and evenings depending on business requirements	X	
Candidates must have the right to work in the UK to be considered for this post.	X	
Values We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following:		
Student Focused: We exist to make student life better for students at Roehampton and everything we do should be in the service of driving this forward.	X	
Transparent: We believe we should be as open as possible about the way we work and how decisions are made.	X	
Supportive: We support equity, diversity, and inclusion and believe the Students' Union is a place where everyone can thrive.	X	
Bold: We are ambitious for our students and unafraid to challenge the status quo.	X	
High Quality: We are committed to excellence in everything we do.	X	