

### JOB DESCRIPTION

<b>Job Title</b>	Student Representation Coordinator	<b>Current Grade</b>	Grade 4
<b>Responsible to</b>	Representative Services Manager		
<b>Responsible for</b>	N/A		
<b>Job Summary</b>	The Student Representation Coordinator will provide support and guidance to the Vice President for Education and other elected student representatives involved in student representation within the University of Aberdeen, with particular focus on the development of the class rep system.		
<b>Principal Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide support to the Vice President for Education in the development and maintenance of an effective Class Rep system across the University including providing training and support to elected Class Reps.</li> <li>• Provide secretariat support for key AUSA internal governance meetings. e.g. AGM, Student Council.</li> <li>• Support the delivery of AUSA Elections maintaining appropriate data relating to nominations, voting, training, training feedback, and development.</li> <li>• Support feedback mechanisms to monitor effectiveness, impact and diversity of AUSA's representative structures.</li> <li>• Liaise with Schools and College senior staff as needed to ensure delivery of the Class Rep system. Keep Code of Practice up to date and consult with Vice President for Education, Vice Principal Teaching/Learning, Head of Academic Affairs regarding any major changes in protocol.</li> <li>• Engage and build relationships with Student Representatives, developing skills and fostering student leadership.</li> <li>• Provide guidance and administrative support in the delivery of representative events.</li> </ul>		

SPECIFIC ACTIVITIES	ROLE REQUIREMENTS
<p><b>1 Communication</b></p>	<p><b>ORAL:</b></p> <p>Extensive telephone and face-to-face communication with all Association members of staff, Sabbatical Officers and student representatives on a regular basis regarding general day-to-day operations of the class representative system.</p> <p>Communicates with students continually as well as interacting and communicating with points of contact within each academic school at the University of Aberdeen.</p> <p>Communicates with senior members of staff at the University of Aberdeen.</p> <p>The role requires strong oral communication skills and professional confidence, tact, diplomacy and negotiating skills when dealing with a wide variety of persons from student representatives in AUSA and with all academic schools with the University of Aberdeen.</p>
	<p><b>WRITTEN:</b></p> <p>Extensive communication via email to support the administrative processes of the Student Representative System.</p> <p>Maintain up-to-date protocols, policies, training and Code of Conduct in relation to the Student Representative Systems.</p> <p>Reports on Student Representative Systems and engagement for consideration by the Representative Services Manager and the Vice President for Education.</p> <p>Strong and professional writing skills essential and general responding to email queries from Student Representatives and points of contact within the Academic Schools at the University regarding the Class Rep system.</p>
<p><b>2 Teamwork and motivation</b></p>	<p>Required to work closely with all other members of the team.</p> <p>Required to work closely with Student Representatives to ensure that they are trained in the remit of their role.</p> <p>Work with various teams in the University of Aberdeen to coordinate student representation.</p> <p>Flexible and willing to get involved and help out to assist colleagues. Extensive involvement in assisting Sabbatical Officers with Student Representative elections, democratic/representative events, and Freshers' Week.</p>
<p><b>3 Liaison and networking</b></p>	<p>Liaises with line manager and all other members of staff, Sabbatical Officers, External Trustees and students connected with the Association.</p> <p>Liaises with the Student Representatives to ensure effective delivery of the Class Rep system.</p> <p>Establishes a rapport and liaises with main points of contact within each academic school to ensure effective delivery of the Class Rep system.</p>

<p><b>4 Service delivery</b></p>	<p>Main focus is to provide support to the Vice President for Education in the development and maintenance of the Class Rep system.</p> <p>Coordinate and run all AUSA election processes. Liaise with AUSA staff, School administrative teams, and Graduate School administrative teams to ensure consistent messaging and promotion of Rep elections and work carried out by Reps throughout the year.</p> <p>Actively promote the Student Representative system and engage students in Student Representation events.</p> <p>Promote opportunities for Reps to become involved in planning education campaigns and have a say in School and Graduate School planning and policy changes affecting students.</p> <p>Provide guidance and support for key Student Representative and election events such as Rep Conference, Teaching Excellence Awards, Student Choice Awards and Rep Councils.</p> <p>Report on impact and scope of Student Rep events as opportunities for students to enhance and demonstrate their skills.</p>
<p><b>5 Decision making processes and outcomes</b></p>	<p>Responsible for making general decisions on day-to-day queries from student representatives and providing guidance to the Vice President for Education in relation to student representation at the University of Aberdeen.</p> <p>Responsible for the effective administration of the Student Representation system including ensuring AUSA policies and Code of Conduct are communicated and established within the Student Rep system.</p> <p>Responsible for providing training and support to Student Reps in compliance with governance and policy at AUSA.</p> <p>Will provide proposals regarding development of the Student Rep system to the Representative Services Manager and the Vice President for Education for review.</p>
<p><b>6 Planning and organising resources</b></p>	<p>Overall planning and organising of own workload and ensuring that both external and internal stakeholder (e.g. University of Aberdeen and Student Reps) queries and requests are dealt with in a timely manner.</p> <p>Ensure that planning and logistics of Student Rep events, in particular elections, are completed on time and to a professional standard. The planning of such events can be complex in nature.</p> <p>Ability to manage own workload effectively with limited supervision and excellent time management skills.</p> <p>Ensure deadlines set by Representatives Services Manager are met.</p>

<p><b>7 Initiative and problem solving</b></p>	<p>Ability to use experience working within the Higher Education sector to promote the Student Rep systems to students and stakeholders within the Academic schools at the University.</p> <p>Ability to respond concisely and professionally to queries in relation to the Student Rep system.</p> <p>Provide advice, support and to respond to queries and issues to the students involved in the Class Rep system as well as the Vice President for Education.</p> <p>Is proactive in identifying potential problems and works towards finding and implementing creative solutions paying particular attention to AUSA constitution, policies and procedures.</p>
<p><b>8 Analysis and research</b></p>	<p>Preparation of reports regarding Student Rep uptake and performance in particular engagement with Student Rep elections.</p> <p>Researches best practice and other approaches to develop systems that AUSA can use to develop the Student Representative system and provide training to student reps.</p>
<p><b>9 Sensory and physical demands</b></p>	<p>Required to use computer software packages and data entry devices to achieve high levels of accuracy.</p>
<p><b>10 Work environment</b></p>	<p>Works in a stable office environment. Is required to be sensitive towards others.</p> <p>Is required to attend events and operate within the University of Aberdeen campus.</p>
<p><b>11 Pastoral care and welfare</b></p>	<p>Is required to be sensitive and professional to colleagues, students and visitors to the Association in both formal and informal situations.</p> <p>First point of contact for students regarding the Student Representative system and coordination of activities.</p>
<p><b>12 Team development</b></p>	<p>Actively involved in the team as a whole and assists in developing the skills of the students involved in the class rep system by providing training and support.</p>
<p><b>13 Teaching and learning support</b></p>	<p>Required to provide Induction Training to as well as bespoke transitional training to the Vice President for Education and new Class Reps regarding understanding the policies and procedures in place in relation to Student Representative protocol.</p>
<p><b>14 Knowledge and experience</b></p>	<p>Good standard level of education and knowledge of the higher education sector and policy in Scotland.</p> <p>Experience working within a Students' Union with an understanding of the student voice.</p> <p>Experience in administration</p> <p>Ability to maintain and manage large quantities of data</p> <p>Excellent communications skills including diplomacy</p> <p>Flexible approach to work</p> <p>Ability to deal a wide variety of people in a professional manner</p> <p>Ability to work to and meet deadlines on a regular basis</p> <p>Ability to work on own initiative and as part of a team</p>