



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>EXPERIENCE REP</b>
<b>POST GRADE:</b>	<b>STUDENT STAFF LEVEL 1</b>
<b>DEPARTMENT:</b>	<b>MEMBERSHIP SERVICES</b>
<b>LOCATION:</b>	<b>Coventry University (Main Campus) or CU COVENTRY (Mile Lane Campus)</b>
<b>RESPONSIBLE TO:</b>	<b>Faculty Engagement Lead/CU Coventry Engagement Assistant Manager</b>

### **To be able to apply, you need to be:**

- Any undergraduate student studying within the CU Coventry or Main Campus (EEC, FAH, FBL, HLS) who falls within one of the chosen course groupings
- Studying until Dec 2023
- Not on a full-time placement during the 2023-24 Academic year

### **Purpose**

To be responsible for representing students within Your SU grouping, on areas relating to the student experience. Utilise a variety of both in-person and digital means, such as Aula, social media or informal conversations, to understand the types of events, activity and support students would benefit from within that area.

### **Main Duties and Responsibilities**

1. Utilise a variety of methods to speak to students to gather their thoughts and opinions on activity to be delivered within your SU grouping, on a weekly basis.
2. Collect and log the feedback and opinions you receive from the students you represent, and communicate this to relevant staff members
3. Work closely with staff to plan, prepare and deliver events and activities, based off of the feedback you have received, throughout the academic year

- 4. Promote opportunities for engagement within Your Students' Union to students in your grouping, and more widely within the Faculty
- 5. Maintain a presence within appropriate faculty buildings throughout all working hours, and wear the appropriate uniform as required
- 6. Provide students with support at SU drop in sessions, or at one of the SU spaces around the Faculty buildings
- 7. Attend all necessary meetings, including bi-weekly Student Leader Collaboration Meetings
- 8. Create and maintain positive working relationships with students and relevant staff within the Faculty

**General Responsibilities**

- 9. To be well-organised, reliable, and punctual with attention to detail.
- 10. To be committed to Your Students' Union's values by being Helpful, Inclusive and Ethical.
- 11. Observe all Health and Safety policies and procedures.
- 12. Undertake any other duties commensurate with the grade range of the post.

Signed: .....

Print name: .....

Dated: .....

## **Time Commitment**

- Up to 5 hours per week (depending on service needs)
- Meetings (approximately 4 hours per semester)
- Collecting student feedback and opinions (minimum of two hours per week)
- Planning and running events/activities (minimum of one event/activity per semester)
- Payment is subject to attending all relevant meetings with Your Student Union Staff and completing end of semester surveys

## **Benefits and Rewards**

- Excellent experience that'll help with career advancement such as project management, leadership, communication, time management, public speaking skills etc
- The chance to plan, run and lead on events and activities, based off of student feedback you have collected
- Create positive change for yourself and students
- Access to full training and support, including development workshops to build on your employability skills
- Recognition of achievement through badges and rewards programmes
- Networking events with staff and sabbatical officers
- Payment of up to 5 hours per a week
- Build relationships with staff members

## **Recruitment Process**

- Register your interest to become an SU Experience Rep, either through the SU website ([yoursu.org](http://yoursu.org)) or by speaking to one of Your SU Staff core contacts
- You will be invited to a group interview and may be asked to complete a short task beforehand
- You will be sent an interview outcome email
- If successful, you'll be sent an email with next steps such as training and other important documents

If you have any questions, please get in touch at [reps.su@coventry.ac.uk](mailto:reps.su@coventry.ac.uk)

## PERSON SPECIFICATION

### POST: Experience Rep

	<b>CRITERIA</b>	<b>(E) ESSENTIAL  (D) DESIRABLE</b>	<b>MEASURED BY:</b>
<b>1</b>	<b>Qualifications and Training</b>		
1.1	Level 2 Qualifications which demonstrate proven numeracy and literacy skills (e.g. GCSE Maths and English or equivalent)	<b>E</b>	<b>A, D</b>
1.2	Currently studying on a course provided by the CU Coventry (Mile Lane Campus)	<b>E</b>	<b>A, D</b>
<b>2</b>	<b>Experience</b>		
2.1	Experience of gathering feedback and analysing data	<b>D</b>	<b>A, T</b>
2.2	Experience of running and promoting events, workshops, stalls, and other promotional activities.	<b>D</b>	<b>A, T</b>
2.3	Experience working as part of a large team of staff and volunteers	<b>D</b>	<b>A, T</b>
2.4	Experience of creating engagement content across a range of platforms (Print, Digital, Social Media)	<b>D</b>	<b>A, T</b>
2.5	Experience conducting and facilitating research activities.	<b>D</b>	<b>A, T</b>
2.6	Experience of motivating a team of student leaders	<b>D</b>	<b>A, T</b>
2.7	Experience of working with Senior Leaders within the university	<b>D</b>	<b>A, T</b>
2.8	Experience of attending and presenting information at committee meetings	<b>D</b>	<b>A, T</b>
2.9	Experience of public speaking and delivering presentations to large audiences	<b>D</b>	<b>A, T</b>
2.11	Experience of representing the views and opinions of others in a non-bias manner	<b>D</b>	<b>A, T</b>
2.12	Experience of gathering feedback and analysing data	<b>D</b>	<b>A, T</b>
2.13	Experience of leading meetings such as chairing	<b>D</b>	<b>A, T</b>
<b>3</b>	<b>Knowledge, Skills and Ability</b>		
3.1	Ability to work well in a team	<b>E</b>	<b>A, I</b>

3.2	Understanding and commitment to providing excellent customer care	<b>E</b>	<b>A, I</b>
3.3	Ability to communicate with a range of audiences across a range of platforms (Phone, In Person, Online Chat, Email)	<b>E</b>	<b>A, I</b>
3.4	Ability to use a range of software packages such as Microsoft Office and bespoke Students' Union systems.	<b>E</b>	<b>A, I</b>
3.5	Ability to maintain excellent administrative systems	<b>E</b>	<b>A, I</b>
3.6	Ability to analyse, interpret and report factual data and information	<b>D</b>	<b>A, I</b>
3.7	Ability to proof read, accuracy and attention to detail.	<b>D</b>	<b>A, I</b>
<b>Disposition/Attitude</b>			
4.1	Flexible approach to working hours.	<b>E</b>	<b>I</b>
4.2	Commitment to providing excellent customer care	<b>E</b>	<b>I</b>
4.3	Work on your own initiative without close supervision on routine processes	<b>E</b>	<b>I</b>
<b>Special Conditions</b>			
5.1	You must be an undergraduate student studying within the CU Coventry or Main Campus (EEC, FAH, FBL, HLS) who falls within one of the chosen course groupings		
5.2	You must be studying until Dec 2023	<b>E</b>	<b>A, I, D</b>
5.3	You must not be on a full-time placement during the 2023-24 Academic year		
5.4	Eligibility to work in the UK		

### **Values and Attitudes**

The successful candidate will be expected to comply with all CUSU's policies and procedures. They will need to be enthusiastic and adaptable and be willing and able to work in a student led democratic environment.

### **Measured by is method by which you will be asked to demonstrate:**

**A)** Application form    **I)** Interview    **T)** Test/Exercise    **D)** Documentation