

UNIVERSITY OF BIRMINGHAM GUILD OF STUDENTS JOB DESCRIPTION

Job Title:	REPRESENTATION COORDINATOR
Reporting to:	Student Voice & Representation Manager via the Senior Representation Coordinator
Responsible for:	Student Representatives
Grade:	Guild Grade 4

Organisation:

This role is part of the Student Voice & Representation department working collectively with colleagues delivering the Guild's student advice, representation, democracy, policy and campaigns work. The Student Voice & Representation Team is part of the Support & Representation Directorate.

Job Purpose:

The Representation Coordinator role is to support delivery of the Student Voice & Representation departmental plan. We expect Coordinators to help to create an inclusive and engaging environment for all. The role is required:

- To work as part of a team responsible for the delivery of the Student Representation System, ensuring that representation services are successful, engaging and viable services for students at the University of Birmingham
- To deliver activities to promote and support the student voice at the University of Birmingham.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here. Supporting a culture of ambitious targets and a positive team spirit are also key. Coordinators are expected to follow the Guild's competency framework, which should be read in conjunction with this job description.

Key Role Responsibilities

1. To work with the Senior Representation Coordinator and Student Voice & Representation Manager to ensure an excellent representation system is in place across the University of Birmingham.
2. To administrate the Student Representation (SR) program, including maintaining a database of student representatives, liaising with University schools and departments, and assisting with evaluation of the program.
3. To co-ordinate the training, reward and recognition of student representatives and support Guild officers in producing and delivering training sessions.
4. To be responsible for the administration of Guild committees when required, including preparation of agendas, attendance at meetings, drafting of minutes and actions arising, and support of volunteer committee members.
5. To assist with Guild of Students elections.

6. To keep up to date with local, national and international developments in Higher Education and associated issues within the sector such as welfare, accommodation and equality and develop expertise in area/s of HE policy.
7. To help create and maintain accessible information systems on Higher Education issues, committees and legislation, which will act as a central source of information for the Guild team, elected student officers, student representatives and student groups.
8. To proactively investigate issues and brief student officers and staff colleagues, using own initiative and in response to requests for information.
9. To help formulate and conduct research briefs on student issues to inform representatives on student issues and opinion, develop new areas for such work, inform the Guild's Strategic Plan and priorities for the organisation.
10. To prepare written and verbal briefings on developments in the field and in relation to relevant University and Guild committees.
11. To maintain and develop constructive debriefing structures with officers and staff after committees and meetings and ensure knowledge is effectively maintained and communicated within the organisation.
12. To actively assist and support officers and staff to create action plans from University and local community meetings so the Guild proactively respond to issues on behalf of students.
13. To work with the Student Voice & Representation Manager and Officer Team in the support of campaigns related to students at the University of Birmingham through such means as research, tool kits and coordination of activities.
14. To develop and maintain effective relationships with relevant local and national educational, campaigning and representational organisations.
15. To work closely with the wider Guild team to support and enhance student representation, and engage members in representation functions of the Guild of Students.
16. To identify improvements and recommend these to the Senior Representation Coordinator and Student Voice & Representation Manager for consideration.

General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade 4 Coordinators should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance.
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the work of the Student Voice team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

October 2020

Person Specification:

	Essential	Desirable
EDUCATION, QUALIFICATIONS AND TRAINING		
Good general education to A level standard, typically including Maths and English at least to GCSE C or equivalent	✓	
EXPERIENCE		
Experience of working effectively as part of a team and using your own initiative	✓	
Experience of supervising others and their work		✓
Experience of devising, delivering and evaluation of training using contemporary training and development practices.		✓
Experience of working with volunteers.		✓
SKILLS AND KNOWLEDGE		
Knowledge of further and higher education and the issues effecting students today	✓	
Ability to effectively evaluate and promote a service	✓	
Computer literacy(standard office software including spread sheets) and keyboard skills	✓	
Ability to present information clearly and concisely in writing or verbally	✓	
Ability to establish strong working relationships with a wide range of individuals both within the Guild of Students, the University and external organisations	✓	
Ability to communicate calmly and effectively to others	✓	
Ability to create & maintain effective administrative systems	✓	
Ability to take a constructive and co-operative approach to solving problems	✓	
Ability to recruit, support motivate and empower others		✓
PERSONAL QUALITIES AND BEHAVIOURS		
Motivated by working in a student-led, democratic workplace	✓	
Student & Customer focus: Keeps student leadership and the needs of students and customers at the heart of activities	✓	
Accountability: Takes personal responsibility for the important role they play in the Guild's work and in wider society	✓	
Results Focus: Strives for the best results – gets things done on time and to a high standard	✓	
Inclusivity: Values diversity - works to create an inclusive and engaging environment across all our activities and services	✓	
Communication: Communicates clearly and appropriately to people across our students' union and outside	✓	
Teamwork: Builds good relationships and works effectively with a range of people to deliver our shared goals	✓	