

Student Representative (Rep)

Role Description 2026–27

Role Highlights	
Flexible Hours	Approx. 1-2 hours per week during term time, depending meeting schedules and your availability.
Voluntary Role	While this is an unpaid role , the hours you contribute can count towards the Herts Excellence Award.
Perks	Become part of the Students' Union Student Leader Community , with access to bespoke training, recognition awards, invites to Student Council and skill development opportunities.
How to apply?	Speak to your programme leader at the start of your first Semester or contact reps@hertssu.com who will be able to help.

General Overview and Purpose of the Role

Reps play an important role in representing the academic voice of students on their course, ensuring that academic feedback is heard and acted upon. They work in partnership with Herts Students' Union (SU) and their Programme Leader/Team to improve the academic experience for their peers. Acting as a key link between students, academic staff, and the SU they help shape positive change by raising both concerns and successes related to learning and teaching. While their focus is on academic matters, they also signpost students to the appropriate support services for non-academic issues.

Main Duties and Responsibilities

Training

- Complete the mandatory **Rep Training** to ensure you are equipped with the skills to be effective in your role.

Gather Feedback

- Speak regularly with students on your course to understand their needs and experiences.
- Collect feedback in different ways: conversations, surveys or group chats.

Attend Meetings

- Attend and participate in **Programme Academic Experience Groups** (PAEGs), **School Student Forums** and any other meetings requested.
- Share student feedback clearly and constructively and follow up on actions and keep students updated on outcomes.

Promote Opportunities

- Signpost students to SU events and support services i.e. **Advice & Support Centre**.

Work Collaboratively

- Maintain open and constructive communication with your SCO, the SU Academic Experience Team, Programme Leaders and other reps.
- Contribute to a positive, respectful, and inclusive environment for all students.

Working Relationships

- **Herts SU Academic Experience Team (reps@hertssu.com)**
From your first training session to ongoing support throughout the year, we'll make sure you have the skills, resources, and confidence to represent your peers effectively.
- **Programme Leader**
Your primary academic contact for sharing student feedback and collaborating on changes to improve the academic experience on your programme.
- **School Community Organiser (SCO)**
They are another type of student leader, directly employed by the SU, who is there to support you in your role as a Student Rep. They provide guidance, updates from the SU and University, and help you escalate issues across your School of Study.
- **Other Student Reps**
Work together as a team across different years or modules to share insights, identify patterns in feedback, and support each other in addressing common challenges.
- **All students on your course**
The community you represent. You gather their feedback and ensure their voices are heard in decision-making.

Expected Standards

You will:

- Act in a polite, approachable, and respectful manner when communicating with students, staff, and fellow reps.
- Maintain regular and timely communication with the Students' Union, university staff, and the students they represent.
- Attend all mandatory training and development opportunities provided by the Students' Union.
- Attend key meetings and provide updates on student feedback and actions taken, or send apologies in advance if unable to attend.
- Display the highest standards of integrity, inclusivity, professionalism, and punctuality at all times.
- Take a flexible approach to the hours and days dedicated to the role.
- Act as a positive and professional ambassador for both the Students' Union and the University, representing the student voice fairly and constructively.

Additional Considerations

Vision

- Our vision at Hertfordshire Students' Union is to help students love life at Herts.

Values

- We are a truly values-led organisation, and as such all of our Student Leaders must demonstrate the everyday values of being **Helpful, Empowering, Representative, Transparent, and Student-focused**.

Service Excellence

- At the Students' Union, we go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equal Opportunities

- We encourage applications from all students, regardless of age, disability, gender, race, religion or beliefs, and sexual orientation

Please note that this role description is intended as a general guide to the general duties and responsibilities required – more of the specifics will be covered in training. Any

questions please email us at reps@hertssu.com