

HERTS SUHERTS SU

JOB DESCRIPTION

Job Title:	Representation Coordinator	Responsible to:	Academic Experience Manager
Salary:	£27,000 - £28,000	Responsible for:	School & Student Community Organisers
Contract Type	Full-time (37.5 hour per week) Fixed Term – 18 months (January 2027 – July 2028)		
Location:	Based at the College Lane Campus with regular travel to the De Havilland campus.		
Liaison with other personnel:	The post holder reports to the Academic Experience Manager of Hertfordshire Students' Union but will work closely with other staff members in the SU. The post holder will also work with students and University staff/departments.		
Purpose:	To lead the planning, development, delivery of the Students' Union's Student Representation system, with a particular focus on School and Student Community Organisers (SCOs). The postholder will recruit, train and support student leaders to effectively represent their peers, ensuring that student voices are heard and acted upon across the University. Working collaboratively with students, staff and colleagues, the role will drive engagement in representation, create impactful development opportunities, recognise and celebrate student leadership, and contribute to the training and support of Elected Officers.		

Please note that during your probationary period, you will not be eligible to work from home and you will be required to work on campus five days per week. Following successful completion of probation, you will be eligible to work from home for one day per week, subject to the needs of the organisation, which may require full on-site attendance during busy periods.

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- Vision:** Our vision at Herts SU is to help students love life at Herts. The Representation Coordinator plays a key role in bringing this to life by creating engaging opportunities for students to shape their academic experience through feedback, outreach and representation.
- Values:** We are a truly values-led organisation. As such, we're looking for someone who lives our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused. We encourage our team to have fun at work whilst never losing sight of our vision.
- Service Excellence:** 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.

Equality and Diversity Commitment

Hertfordshire Students' Union is committed to diversity and inclusion amongst its staff, reflecting the communities it serves. We welcome applications from Black, Asian and ethnic minority backgrounds, as they are currently underrepresented within the Union's professional staff team. We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Key Role Requirements

Main Duties and Responsibilities

SCO Management and Development

- Lead and coordinate the School and Student Community Organiser (SCO) programme, ensuring SCOs are empowered to effectively represent students within their Schools and communities.
- Recruit, train, develop and support SCOs throughout the academic year, using the Students' Union Leadership Development Framework to build their confidence, skills and impact.
- Line manage SCOs, including recruitment, induction, probation, performance management, wellbeing support, payroll monitoring and budget oversight.
- Equip SCOs with the knowledge, skills and resources needed to effectively represent students and deliver impactful projects.
- Organise networking, training and development opportunities that enable SCOs to share best practice, collaborate and learn from one another.

Student Engagement and Representation

- Support SCOs to plan, deliver and evaluate outreach, engagement and representation activities that increase student participation and feedback collection.
- Work closely with academic Schools, professional services and other key stakeholders to strengthen student voice and partnership working.
- Maintain effective communication channels with SCOs and relevant University stakeholders, ensuring timely updates, guidance and support.
- Collaborate with the Insight Team to identify student priorities and support SCO-led initiatives and projects that enhance the student experience.
- Ensure feedback and insights gathered through SCO activity are effectively communicated and acted upon where appropriate.

Communications and Impact

- Work with the Marketing Team to communicate regularly the impact of SCO activity.
- Oversee the SCO communication channels, including WhatsApp groups and social media accounts, ensuring they are used effectively to engage students, share opportunities and promote impactful representation activity.
- Support the ongoing development and evaluation of student leadership and representation initiatives to ensure continued impact and effectiveness.
- Support SCOs to create engaging content and campaigns that raise awareness of student voice initiatives, events and opportunities within their Schools and communities.

Wider Students' Union Support

- Provide support to wider representation and leadership development activity as required, including Student Rep training and Elected Officer training.
- You will be expected to deliver start of term SU induction talks and other presentations to help students understand how they can get involved and shape their university experience.
- Stay informed of sector best practice and emerging trends in student representation, engagement and leadership development, identifying opportunities to strengthen the Union's approach.
- Harness and maintain good working relationships with all colleagues across the SU, working as collaboratively as possible on all projects where appropriate.
- Support with the delivery of larger events like Freshers Week, Refreshers Week, the Students' Union Awards and Elections (this is not an exhaustive list).
- Undertake any other duties commensurate with the grade of the post, as reasonably requested by the line manager or wider Students' Union team.

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General Duties

- Set high standards of integrity, punctuality, accuracy, politeness, and professionalism. By personal example promote a positive image of the SU and ensure staff provide an excellent customer service.
- Ensure the effective and efficient day to day running of the department.
- Contribute towards the delivery of the SU's strategic plan.
- Attend conferences, training events and meetings as necessary.
- Build and maintain effective relationships with external stakeholders and providers
- Undertake individual projects as required for the benefit of Herts students.
- Have a flexible approach to work and undertake any other reasonable duties that may be required, including general administration.
- Keep up to date with relevant local, national, international & sector developments, changes in legislation and good practice.
- Be sensitive when handling confidential information.
- Respect the democratic structure of the SU at all times.
- Abide by the Union Constitution and Union policies and procedures at all times.
- Support with the delivery of the Students' Union Elections, Bye-Elections and Referenda, ensuring that they are free, fair and accessible to all students.
- Be aware of the department's impact on the environment and to work within the environmental policies of the SU and the Uni of Herts.

This document outlines the duties required for the time being of the post entitled Representation Coordinator, to indicate the level of responsibility. It is not a comprehensive or exhaustive document, and the management of Hertfordshire Students' Union may vary duties from time to time that do not change the general character of the job or the level of responsibility.

PERSON SPECIFICATION

Essential
Experience of line managing, supervising or coordinating staff, student staff, volunteers or student leaders.
Experience of recruiting, training, supporting and developing staff, volunteers or student leaders.
Experience of planning, delivering and evaluating projects, events or engagement activities.
Experience of designing and delivering engaging training sessions, workshops or presentations.
Ability to build and maintain effective working relationships with students, staff and other stakeholders.
Excellent written and verbal communication skills.
Strong organisational skills with the ability to manage multiple priorities and deadlines.
Experience of handling a busy workload and working effectively under pressure.
Strong administrative skills and attention to detail.
Ability to work independently, use initiative and solve problems effectively.
Commitment to equality, diversity and inclusion and the ability to work effectively with people from a wide range of backgrounds and cultures.
Good IT skills, including Microsoft Office and digital communication platforms.
Willingness to work occasional evenings and weekends as required.
Desirable
Experience of working in a Students' Union, higher education, charity or membership organisation.
Experience of supporting student representation, student voice or student leadership programmes.
Experience of using student insight, feedback or data to inform projects and decision-making.

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Knowledge of the higher education sector and issues affecting students.
Understanding of student representation structures and partnership working within universities.
Experience of working with elected student leaders or democratic structures.