

**JOB DESCRIPTION:**  
**COURSE REP**

**TITLE:**

Course Rep

**SELECTION**

Elected within your specific programme cohort

**PURPOSE:**

- To effectively represent students' academic interests at programme level
- To create change at programme level that improves the academic experience of students
- To escalate any issues that exist beyond your programme

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**ACCOUNTABILITIES:**

The course rep position is a key role in improving students' academic experience. You will be accountable for:

- a) Proactively and effectively gathering feedback from students that you represent – building up an understanding of what is working well and what could be improved;
- b) Exercising influence through a range of relationships, networks and meetings to achieve positive change on behalf of the students you represent;
- c) Communicating progress and the outcomes of feedback to students – to ensure they understand what has, and will, happen as a result of their feedback;
- d) Escalating issues that affect students beyond your programme;
- e) Acting as a positive ambassador for the Students' Union and academic reps.

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**RESPONSIBILITIES:**

In order to fulfil these accountabilities, you will be expected to:

- a) Ensure that you connect with all students that you represent and present a balanced view;
- b) Engage with underrepresented and hard-to-reach students, actively seeking out minority voices and representing them;
- c) Attend Staff Student Committee (SSC) meetings and prepare effectively for those meetings by reading agendas, minutes and papers and putting important items on the agenda;
- d) Maintain strong ongoing relationships with your programme leader / manager / head and provide regular input about what is working well and what could be improved;
- e) Work in partnership with staff within your programme and department to co-create solutions and positive developments that will benefit students;

- f) Where applicable, work with the department rep to actively engage with, and participate in, Periodic Departmental Reviews;
- g) Attend and provide feedback at Education Council to share best practice with other course, department and faculty reps;
- h) Work together with students, University staff and RHSU to ensure the success of the academic representative system.

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**SKILLS, EXPERIENCE AND QUALITIES:**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Excellent communication skills – ability to listen and represent views effectively	x	
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Willingness to learn and build a good understanding of education policy issues	x	
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Commitment to diversity, equality and inclusion, and willingness to proactively seek out voices that are underrepresented	x	
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Ability to use technology and social media to network effectively with other students		x
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Willingness to get involved and represent students' academic interests	x	

**JOB DESCRIPTION:**  
**DEPARTMENT REP**

**TITLE:**

Department Rep

**SELECTION:**

Elected by students within your department

**PURPOSE:**

- To effectively represent students' academic interests at department level;
- To create change at department level that improves the academic experience of students;
- To engage course reps within your department, support them and identify where issues are department-wide;
- To escalate any issues that exist beyond your department

**ACCOUNTABILITIES:**

The department rep position is a key role in improving students' academic experience. You will be accountable for:

- a) Proactively and effectively gathering feedback from course reps – building up an understanding of what is working well and what could be improved across your department;
- b) Exercising influence at department level through a range of relationships, networks and meetings to achieve positive change on behalf of the students you represent;
- c) Communicating progress and the outcomes of feedback to course reps and students in your department – to ensure they understand what has, and will, happen as a result of their feedback;
- d) Escalating issues that affect students beyond your department;
- e) Acting as a positive ambassador for the Students' Union and academic reps.

**RESPONSIBILITIES:**

In order to fulfil these accountabilities, you will be expected to:

- a) Ensure that you connect with, and regularly meet, course reps within your department and present a balanced view based on their feedback;
- b) Engage with underrepresented and hard-to-reach students, actively seeking out minority voices and representing them;
- c) Chair Staff Student Committee (SSC) meetings and prepare effectively for those meetings by working with key university contacts to develop agendas and papers and ensure that agendas reflect key issues;
- d) Contribute to Periodic Departmental Reviews, where applicable, ensuring engagement

- and attendance of course reps to present a comprehensive and balanced view;
- e) Undertake the role of Curriculum Consultant, working with departments and the College to provide feedback on, and validate, new courses;
- f) Work in partnership with staff within your department to ensure the outcomes of Annual Reviews are implemented and ensure its inclusion in the SSC agenda;
- g) Attend other department-level meetings as appropriate, such as Department Boards and Department Learning and Teaching committees;
- h) Maintain strong ongoing relationships with your Head of Department, Department Manager and other key university contacts and provide regular input about what is working well and what could be improved;
- i) Work in partnership with staff within your department to co-create solutions and positive developments that will benefit students;
- j) Attend and provide feedback at Education Council to share best practice with other Department, Course and Faculty Reps;
- k) Work together with students, university staff and RHSU to ensure the success of the academic representative system

#### SKILLS, EXPERIENCE AND QUALITIES:

	ESSENTIAL	DESIRABLE
Excellent communication skills – ability to listen and represent views effectively	x	
Basic understanding of education policy issues and willingness to learn more	x	
Commitment to diversity, equality and inclusion, and willingness to proactively seek out voices that are underrepresented	x	
Ability to use technology and social media to network effectively with other students		x
Experience of leading others, either at Royal Holloway or elsewhere		x
Ability to motivate and inspire other reps and support them to thrive		x
Willingness to get involved and represent students' academic interests	x	

**JOB DESCRIPTION:**  
**FACULTY REP**

**TITLE:**

Faculty Rep

**SELECTION:**

Elected by students within your faculty

**PURPOSE:**

- To effectively represent students' academic interests at faculty level;
- To create change at faculty level that improves the academic experience of students;
- To engage department reps within your faculty, support them and identify where issues are faculty-wide;
- To escalate any issues that exist beyond their faculty.

**ACCOUNTABILITIES:**

The department rep position is a key role in improving students' academic experience. You will be accountable for:

- a) Proactively and effectively gathering feedback from department reps – building up an understanding of what is working well and what could be improved across your faculty;
- b) Exercising influence at department level through a range of relationships, networks and meetings to achieve positive change on behalf of the students you represent;
- c) Communicating progress and the outcomes of feedback to department reps, course reps and students in your faculty – to ensure they understand what has, and will, happen as a result of their feedback;
- d) Escalating issues that affect students beyond your faculty;
- e) Acting as a positive ambassador for the Students' Union and academic reps.

**RESPONSIBILITIES:**

In order to fulfil these accountabilities, you will be expected to:

- a) Ensure that you connect with, and regularly meet, department reps within your faculty and present a balanced view based on their feedback;
- b) Ensure that you support department reps in engaging with, and contributing to, departmental level initiatives, such as annual reviews;
- c) Engage with underrepresented and hard-to-reach students, actively seeking out minority voices and representing them;
- d) Attend faculty-level meetings including Faculty Learning and Teaching and Faculty Boards;
- e) Maintain strong ongoing relationships with your Faculty Dean and other key University contacts and provide regular input about what is working well and what could be improved;



- f) Work in partnership with staff within your faculty to co-create solutions and positive developments that will benefit students;
- g) Attend and provide feedback at Education Council to share best practice with other faculty, department and course reps;
- h) Ensure that positive changes are logged, recognised and celebrated;
- i) Work together with students, university staff and RHSU to ensure the success of the academic representative system.

## SKILLS, EXPERIENCE AND QUALITIES:

	ESSENTIAL	DESIRABLE
Excellent communication skills – ability to listen and represent views effectively	x	
Basic understanding of education policy issues and willingness to learn more	x	
Strong ability to influence others and create change on behalf of others	x	
Commitment to diversity, equality and inclusion, and willingness to proactively seek out voices that are underrepresented	x	
Ability to use technology and social media to network effectively with students		x
Experience of academic representation system at Royal Holloway or elsewhere	x	
Ability to motivate and inspire other reps and support them to thrive	x	
Willingness to get involved and represent students' academic interests	x	