

## ROLE 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.

### 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.

### Responsibilities and Duties:

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.

### Skills, Experience and Qualities

	Essential	Desirable
Excellent communication skills – ability to listen and re-present views effectively	x	
Willingness to learn and build a good understanding of education policy issues	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
Willingness to get involved and represent students' academic interests	x	

## ROLE 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 their 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 and Duties:

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 re-present 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	

### ROLE 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 their faculty, support them and identify where issues are faculty-wide;  
 To escalate any issues that exist beyond their faculty.

### Accountabilities:

The Faculty Rep post is a key role in improving students' academic experience. You'll 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 faculty 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 and Duties:

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 re-present views effectively	x	
Good 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	

### ROLE DESCRIPTION – Vice President Education

As currently outlined in Students' Union bylaws and updated to reflect new Rep structure as above.