

Job Description – Student Voice and Representation Co-ordinator

About DUSA

Dundee University Students' Association (DUSA) is a charity with over 18,000 members. Our vision is of a kinder, greener and more diverse global student community creating a lasting impact for generations to come.

We are the most successful Students' Association in Scotland and one of the top five within the UK. We create welcoming, safe and valued physical and virtual spaces for students to come together and socialise. We encourage students to learn, volunteer, work and join clubs and societies. They can also access advice, guidance and support from our team.

The city of Dundee is prospering, currently undergoing £1billion regeneration. We aim to mirror that progress and fulfil our ambitious plans to become a kinder, greener and better connected place for all students at the University of Dundee.

The University of Dundee is one of the UK's leading universities – internationally recognised for science, medicine and engineering, amongst many other disciplines. Conveniently located on the banks of the River Tay, the city campus is located in the heart of Dundee, a friendly and affordable city with a rich heritage in design and technology.

We currently employ around 200 staff across our organisation and operate facilities, hospitality, entertainment and support services 7 days a week.

Purpose

The Student Voice and Representation Co-ordinator is a position with the Executive Support Team. This is a diverse and varied role which will operate in a fast-paced environment where being solution-focused is a prerequisite.

As the Student Voice and Representation Co-ordinator, you will lead on matters of student representation and support the Executive Committee to deliver on their manifesto and DUSA's Strategic Plan. You will be a key liaison with the University of Dundee on a range of matters pertaining to the student experience and will be expected to provide policy and research support to facilitate effective decision making within the organisation's student representatives and Senior Management.

You will also work closely with internal teams and external stakeholders to build effective relationships in support of our new vision. This role reports directly to the Senior Management Team.

The Role

- To organise, develop and deliver briefings for student executive committee members as required
- To assist and advise elected student officers in the formulation of policy documents and papers on academic and engagement issues for University Committees
- To ensure that DUSA's Constitution and Bye Laws are fit for purpose

- To develop and maintain links with relevant external organisations to ensure student officers, representatives and staff are informed on relevant matters
- To liaise with the University to ensure the student voice is heard in all relevant academic committees and in institutional and internal subject review activity
- To work alongside the University (in particular the Director of Quality and Academic Standards) to develop and implement the Student Partnership Agreement
- To work alongside the University (in particular the Director of Quality and Academic Standards) to develop and implement the Student Voice and Representation Agreement
- To advise and assist the elected student officers and SRC in fulfilling their roles as student representatives
- To advise and assist elected student officers in the formulation of policy documents and papers on academic and engagement issues for all University Committees
- To advise and assist elected student officers in the creation and delivery of campaigns and projects
- To assist in the promotion of SRC and provide support to anyone who may wish to raise matters for discussion at the SRC
- To develop and lead training programmes for student representatives to become effective leaders of enhancement
- To develop the democratic decision-making structures of the organisation, seeking to maximise levels of student engagement and participation
- To develop processes and promote opportunities for students to engage in representation and empower them to act as change agents
- To develop good links with relevant external organisations (Quality Assurance Agency, Scottish Funding Council and Sparqs (Student Participation in Quality Scotland))
- To proactively investigate quality assurance and enhancement issues in Higher Education and brief student officers and relevant staff
- To proactively champion for educational enhancement and improved quality of academic experience
- To monitor developments in national and local policy issues as they pertain to the quality of the student experience
- Produce resources which improve student officers awareness and understanding of developments in the tertiary education and related sectors
- To lead on the planning and running of Student Representatives Elections and any by-elections
- In conjunction with the Senior Management Team, prepare Induction Programmes and on-going training for new Executive Officers, ensuring all required aspects are included
- To be responsible for all administration required for the post including keeping statistics, confidential records and producing written and verbal reports as and when required
- To line manage the Student Voice and Representation Officer and ensure the Student Voice Support Officers are adequately supported
- To monitor and keep track of student representative outputs ensuring that there are clear recorded and reported activity

- To fulfil any other reasonable duties in relation to your work as deemed necessary by Senior Management

The Person

- Effective and strong communicator experienced in working with diverse stakeholders in a fast-paced environment,
- Innovative and passionate, able to motivate and engage individuals and groups,
- Tactful and diplomatic, able to deal with confidential information in a sensitive manner, especially in situations of conflict,
- Ability to relate to people from different backgrounds,
- Non-judgemental positive regard towards diverse groups,
- Resourceful with highly developed problem-solving skills and attention to detail,
- Adaptable, accommodating, helpful and able to respond promptly and effectively to emerging issues,
- Can do attitude and team player

Qualifications/Knowledge/Experience

- A degree in a relevant discipline, or relevant work experience,
- Experience of effective working as part of a team and using initiative,
- Experience of report writing and policy writing & development,
- Experience of building rapport and partnerships with wider networks (internal and external),
- Experience of designing and delivering training in-person and online,
- Commitment to continuous professional development,
- Knowledge and experience of Microsoft Office 365 and management of social media channels,
- Knowledge of issues affecting the student population,
- Experience of working within a democratic environment alongside elected representatives
- Experience and strong understanding of Student Associations and their governance
- Experience of the academic structures in Higher Education
- Ability to work flexible hours

Hours of Work

The post is full-time 35 hours per week with the hours worked each week varied in line with organisational requirements.

Salary

The role is remunerated at up to £28,000 per annum DOE. No additional payments or allowances and no contractual entitlement to overtime.