

Programme Representative: Role Description

Role

A Programme Representative is a student who has been elected to represent the students on their course. They represent the academic and non-academic interests of their cohort and are empowered to make positive, student-led change at City.

Programme Reps play a key role in ensuring that all students have a voice and an opportunity to share feedback about their learning experience. They help students make as many positive changes as possible and ultimately, help improve the quality of education at City.

Duties and Responsibilities

- Be the key representative link between students on your course and programme academic/professional services staff.
- Represent the academic and non-academic interests of students on your programme or course.
- Attend and actively contribute to committees and meetings, such as the Student-Staff Liaison Committee (SSLC), Student Experience Committee (SEC) and other relevant meetings.
- Proactively engage with students at a course level and collate any feedback relating to their experience.
- Present student feedback at relevant meetings in a constructive and professional way.
- Communicate key information and outcomes back to the students on your course.
- Work closely with School Assembly Members and SU Deputy President to further improve the learning experience of students.
- Attend training sessions run by City SU.
- Be a point of signposting information for students on your programme.
- Communicate regularly with the SU Representation Team on what you're working on and where you need additional support.
- Support the programme/department in promoting the module evaluations, NSS/PTES/PRES and other feedback systems to your cohort.
- Regularly engage with the GetHeard@City platform, including responding to students, escalating posts to staff, and moderating posts on your Board.

Training and Support

Programme Reps are trained at the start of the academic year and are supported throughout the role by City Students' Union. There is a wide range of additional training sessions and opportunities for development. You'll also receive a Rep Newsletter at least twice a term that contains information around what the Union is working on, Rep wins, new resources available, and what is happening in City & Higher Education which may be relevant to your work.

Skills

The role will give you the opportunity to demonstrate and develop the following skills:

- Teamwork
- Organisation
- Verbal and written communication
- Time management
- Meeting skills
- Decision-making
- Public speaking
- Presentation
- Negotiation
- Community building
- Problem-solving
- Leadership
- Research
- Project management

Other information

Time Commitment

The role is voluntary, but you're expected to dedicate at least a couple of hours per week to it. This includes talking to students; collecting feedback; monitoring your boards on GetHeard@City; escalating feedback; and following up on any resultant actions, but not including University meetings.

Qualifications/Experience

No prior experience is required.

Method of appointment

In-class elections.

Key Contacts

City Students' Union's Representation Team at studentrep@city.ac.uk.