



Academic excellence for
business and the professions

Turn Your Rep Experience into an Amazing Application

In collaboration with City Students' Union

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Turn Your Rep Experience into an Amazing Application

Session Description:

This session has been **designed with you** as a Course Rep in mind. **You may not be sure how you'll market all the wonderful experience you've built up** as a Course Rep. Well **this session will help you in building up examples that you can present to an employer in various different forms** during the employer selection process be it application or interview.

Session: Turn Your Rep Experience into an Amazing Application

Objectives:

1. Analysing a job opportunity and **identifying the skills and attributes** an employer is looking for.
2. Using the **STAR frame to structure an example** in relation to a skills the employer is looking for.
3. Starting the process of **utilising examples from my Course Rep experience in applications and interviews**



Poll

**Please respond to the statements in
the following poll**

Concept Check on Session Vocab

What is a skill?

Answer: the ability to do something well, a verb (doing word) can indicate a skill (e.g. researched) in a vacancy

What is an attribute?

Answer: a quality or feature regarded as a characteristic, an adjective can indicate an attribute (e.g. driven or dedicated)

Exercise – Analysing A Vacancy

1. Put into breakout rooms (2 to 3 per room).
2. In the chat box I'll attached a file with 3 vacancies. Pick out one vacancy that you are all broadly interested in.
3. You have 3 minutes to discuss and identify skills-attributes in the vacancy.
4. After the exercise I'll ask you to feedback on the skills and or attributes you picked out. We'll have 2 minutes for this.

Evidence!!!

- You can prove a skill (and/or attribute) with an example from your Rep Experience

Skill



Example

The Power Of Narrative

- Human's are convinced by narrative
- Examples are concise narratives
- Examples can illustrate a skill or skills and at their very best can indicate positive attributes
- Examples have a beginning middle and a happy ending, like a short story
- You can utilise the **STAR technique** to build an Example that links to a skill you want to demonstrate you have got from your Rep Experience

The Power Of STAR

You can structure an Example from your Rep Experience in the following way. This outline of an Example aligns itself to demonstrating communication skills.

Situation: “When I was on the Student Experience Committee at University ...”

Task: “I had to represent my fellow students’ concerns over their assessment ...”

Action: “This involved listening to students then summarising their concerns in a short report summary. Then I had to present this summary in a clear and concise manner at the meeting ...”

Result: “I was thank by the Academic Chair for raising these issues ...”

Wonderful Programme Handbook!!!

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Your role as Programme Rep

Being a Programme Representative

A Programme Rep is a student who represents students on their course. Programme Reps are incredibly important because they make sure that the student voice is heard on each course at City, all the way from Undergraduate courses up to PhD. Programme Reps are also key to making sure that the University is constantly listening to, and responding to, real student feedback

Your role

- ✓ Speak for the students that they represent - to actively seek out the views and feedback of those students.
- ✓ Collecting feedback on both academic and non-academic issues.
- ✓ Report on the good and bad issues affecting your cohort.
- ✓ Liaise with the relevant members of staff
- ✓ Attend mandatory meetings.
- ✓ Undertake training provided by the Students' Union.
- ✓ Feedback the progress with issues, what decision are being made and what you are doing for your cohort
- ✓ Update the Students' Union and University with feedback on their experience and information about their activity in the role
- ✓ Promote University and National Surveys
- ✓ Take part in academic campaigns with School Representative Officers.
- ✓ Take opportunities provided by the Students' Union

Not your role

- ✗ Taking on student's welfare or academic issues
- ✗ To battle lecturers or staff
- ✗ Work on your own to resolve an issue instead of working with other programme reps and staff members

Example Elements Of Your Role

Here are some elements of your role from the Handbook:

- a. Speak for the students that they represent – to actively seek out the views and feedback of those students.
- b. Collecting feedback on both academic and non-academic issues.
- c. Report on the good and bad issues affecting your cohort.
- d. Liaise with the relevant members of staff

How do these employer sort skills link to these elements?

- | | |
|---------------------|----|
| Writing | c. |
| Presenting | a. |
| Interpersonal | d. |
| Attention to detail | b. |

Question: Could you write an example from your Rep Experience using **STAR** linking to a skill the employer is looking for in one of the vacancies?

The background of the slide is a red-tinted aerial photograph of a city, showing various buildings, streets, and infrastructure. The red color is a uniform overlay across the entire image.

Time Now To Create An Example To Evidence A Skill

Exercise – Skills Audit

Skill the employer is looking for from the vacancy

Example from your Rep Experience that maps to that skill use STAR.

Communication

When I was on the Student Experience Committee at University ...
I had to represent my fellow students' concerns over their assessment ...
This involved listening to students then summarising their concerns in a short report summary. Then I had to present this summary in a clear and concise manner at the meeting ...
I was thanked by the Academic Chair for raising these issues ...

Exercise – Skills Audit

1. You individual pick a vacancy from the 3 vacancies in the file in the chat box
2. Then identify a skill in that vacancy and write an Example from your Rep Experience that maps to that skill. You have 5 minutes.
3. Next I'll put you into 2s or 3s to share and compare your Examples. You have 5 minutes.
4. Finally you feedback on the Examples you use to the wider group. We'll have 5 minutes

How do we use Examples in Applications?

Utilising Rep Experience Examples:

Personal Statements on Applications:

I feel the following skills and experience make me well suited to the role of Customer Service Representative in your department. I am particularly attracted to the role because I have always enjoyed in my various part-time sales supporting customers and want to consolidate this aspect going forward into customer facing graduate role.

Communication Skills:

- *While working as a Course Rep at University I had to present on the various student committees. This involved collecting essential information from the students I represented and then pulling this into a PowerPoint presentation. I rehearsed the presentation to ensure clarity and pace of delivery. On verbal presenting the presentation I got really good feedback on my delivery and was commended by the Chair on the clarity of delivery and keeping to time.*
- *My Course Rep role also involved feeding to students on the committees response. This involved drafting clear and concise emails.....*

Examples

Utilising Rep Experience Examples:

Question on Applications or in Interviews:

Tell us about a time when you faced a particular challenge and what you learned from it?

While working as a Course Rep at University there were a lots of students that come to me who were unhappy with regards their assessment mark. It was a particular emotional charged situation. Where the challenge for me was to remain calm and focused in my approach, since as well as meetings there were a lot of emails to respond to. My persistence and resilience paid off. The University responded positively to the logical a persuasive advocacy I did on behalf of the students. The marks were reviewed and went up. The thing this experience taught me was the importance of remaining calm and focused.

Utilise the vocab of the question

Notice how the author embedded attributes into this example. This subtle forms the opinion of the person in the readers mind

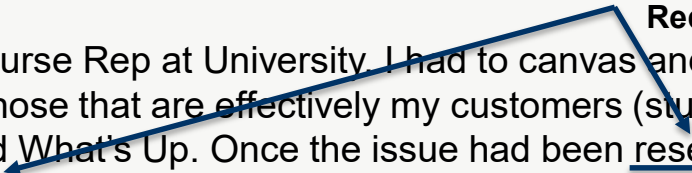
Utilising Rep Experience Examples:

Cover Letters:

Dear XXX,

I am keen to apply for the Graduate Marketing Research role, because I have enjoyed my experience as a Marketing caller, plus studying Marketing on my degree was also enjoyable. I got 90% in my Marketing Module.

**Skills
Required**



While working as a Course Rep at University I had to canvas and identify key student issues. This involved liaising with those that are effectively my customers (students) with regards their issue via email, face-to-face and What's Up. Once the issue had been researched and understood. I then liaised and negotiated with the Academic staff to resolve at the end of the year I got positive feedback from those I helped. If I am lucky enough to get this role and can bring this experience with me.

Example



Another reason I am applying is that when I did research into you I found that your key organisational value resonated with me, which is integrity. In my project work at University I always deliver to those in my team who need particular support and am honest. This is very much in line with your values. I want to join such an organisation.



Poll

**Please respond to the statements in
the following poll again**



Useful Links:

- <https://www.prospects.ac.uk/job-profiles> (for reviewing skills for a role then can compile example)
- <https://careershub.city.ac.uk/students/appointments/app/?siteId=1> (to book in for Application/CV Review)
- <https://www.prospects.ac.uk/planner> (If not sure what you want to do)

Key Career's point of contact for SU



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