

Course Rep Job Description

Zone	Voice Zone
Reports to	Student Voice Coordinator
Hours	Commitment of approximately 15 hours per semester

Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 17,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Voice Zone is responsible for delivering the Union's shared responsibilities under the Course Rep scheme so all students can have their feedback about their academic experience heard, leading to the changes they want to see.

As a Course Rep (UG, PGT, or PGR), you serve as the foundational link between your student cohort, the Department/School, and the Students' Union. Course Reps gather and represent student views to improve the academic experience, address concerns directly to University leadership, and ensure positive changes are communicated back to peers.

Key Responsibilities

Student Voice and Representation

- Complete online Course Rep training delivered by the Students' Union (USSU).
- Research student and PGR opinions on issues relating to your course/discipline.
- Represent student feedback to the University at formal meetings (e.g., SAPFS, Boards of Studies, PGR Engagement Forums, Student Voice Forums) and informal staff interactions.
- Show and promote active engagement on the Rep Feedback Platform, moderating and escalating feedback to staff.
- Report meeting outcomes and progress back to your peer cohort.

Leadership and Rep Development

- Share ideas, issues, and best practices with fellow Reps.
- Keep in regular contact with the Students' Union and the VP Voice.
- Share achievements and positive outcomes via the Course Rep Wins form.
- Complete the Course Rep end-of-year experience survey.
- Commit around 15 hours each term to the role (for UG and PGT Reps).

As a Rep, you can expect your Department to:

- Help you to advertise your position as a Course Rep to your cohort
- Facilitate representation within your School/Department (e.g. giving you adequate notice of upcoming meetings)

As a Rep, you can expect your Union to:

- Contact you in semester one regarding training dates
- Offer advice and guidance to enable you to represent your cohort effectively
- Ensure that contact details are available for you to contact your VP Voice with any queries or problems
- To allow you address issues directly to the University's Senior Management team
- Promote the work of Course Reps throughout the year
- Identify issues that require involvement of senior members of University staff

Skills and experience you can expect to gain from this role:

- Leadership skills
- Communication
- Team-working
- Organisation skills
- Persuasion
- Collaboration
- Meeting skills
- Time management