

Head Rep Job Description

Zone	Voice Zone
Reports to	Student Voice Coordinator
Hours	Maximum 2 hours per week during 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.

With over 550 Course Reps across the University, Head Reps provide the next platform of student representation. Head Reps advocate for student voices at a higher level across their School or discipline. After already gaining experience as a Course Rep in previous years, Head Reps represent the student voice at a more senior level, holding greater levels of responsibility. Head Reps also hold an important role in building relationships with key members of academic staff, co-chairing SAPFs, and in ensuring the Union is up-to-date on issues of importance to students.

Key Responsibilities

Student Voice and Representation

- Promote and maintain effective student feedback channels, encouraging engagement with platforms such as Course Rep Feedback Platform.
- Gather, collate, and analyse student feedback from across the School/Discipline, identifying key themes and priorities, and desired outcomes.
- Produce and present reports for SAPF discussions, including recommended actions.
- Communicate feedback outcomes, action progress, and impact to students and Course Reps.

Leadership and Rep Development

- Lead and coordinate your Course Rep network, ensuring Reps are informed, engaged, and supported.
- Provide guidance and one-to-one support to Course Reps who are new to the role or require additional assistance.
- Promote effective feedback gathering, including signposting to Union resources and templates.

- Support Course Rep socials and the recruitment of Course Reps by promoting Course Rep elections.
- Provide representation for programmes or levels with Course Rep vacancies.

Partnership and Academic Governance

- Build and maintain effective working relationships with academic staff, including regular engagement with the relevant SAPF academic co-chair.
- Prepare for, attend, and co-chair SAPF meetings.
- Escalate issues to relevant School/discipline academic staff, senior University leadership, and Students' Union Officers where appropriate.
- Assist with the maintenance of SAPF action trackers and liaise with SAPF academic co-chair to communicate outcomes to Course Reps.
- Complete and follow up on agreed actions arising from SAPF meetings.
- Submit regular updates to the Students' Union, including submitting Course Rep wins.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Experience				
Experience as a Course Rep at the University of Surrey	X			X
Knowledge				
Knowledge of the purpose of the Course Rep scheme	X		X	X
Skills				
Excellent administration and organisation abilities with strong attention to detail	X			X
Able to manage own workload, time and priorities to deliver tasks to agreed deadlines	X		X	
Excellent written, interpersonal, and verbal communication skills	X		X	X
Ability to effectively research student feedback to produce reports		X		X
Values, attitudes and personal style				
Confident and open style of communication with people from all backgrounds		X	X	
Flexibility and an adaptable approach to work	X			X
Enthusiastic about student voice initiatives	X		X	X
Highly organised and self-motivated individual	X			X