

Post Title:

Representation Officer

Responsible to:

Representation Manager

Location:

PO Box 397, Walton Hall
Milton Keynes
MK6 6BE

Hours of Work:

1 x Full time – 37 Hours Per Week
1x Part time – 22.5 Hours Per Week

Salary:

£32,080 - £37,694 (pro-rata for the part time position)

Duration of post:

18 month – Fixed Term Contract

Where we are now

The Students' Union is a great employer. It is a progressive, compassionate, caring, and enjoyable place to work. We have talented and motivated people, a fantastic culture, and a united sense of direction. Staff feel very positive about their colleagues, and the supportive and caring organisation we have created. They are proud to be supporting students and to work on issues that really make a difference.

Where we are going

Whether it's sexuality, gender, or any part of identity, we want staff to be able to bring their 'whole selves' to work and live authentically. We want to embrace the ever-changing nature of supporting students, whilst also helping staff keep a work life balance. We want to embrace technology and flexibility whilst also maintaining high quality outcomes. We want to be an employer of choice, somewhere people admire, respect, and want to work for.

About the Role

Representation Officer – Role Profile

Purpose of the role

In this role, you will support the delivery of an inclusive and representative Student Voice by engaging and developing Student Representatives. You will help gather and respond to student feedback while promoting the impact and visibility of Student Voice across the organisation.

Core responsibilities of all Grade 6 positions

- Accountable and responsible for delivery of aspects of team business plan
- Support Student Leadership Team members and/or other volunteers as required, often taking on a coaching role to support students.
- Able to research and collaborate on paper submissions or reports to the Board of Trustees/Student Leadership Team as required.
- Takes a lead in planning, implementation and evaluation of team projects and work.
- Able to use initiative within work to ensure quality and continuous improvement.
- Supports recruitment of Grade 5/6 positions where relevant
- Responsible for project/workstream budgets where delegation has been authorised.
- Able to prepare and deliver presentations and volunteer training where necessary.
- Able to work autonomously on projects, events and workstreams within their area of responsibility.
- Support and contribute to a culture of openness, inclusion and ambition.

Main duties and responsibilities

Student Representation

- Support the recruitment, engagement, and recognition of Student Representatives.
- Plan and deliver training sessions, drop-in sessions, and monthly Student Voice forums.
- Support Student Senate Reference Group meetings, including facilitating discussions (both online and in-person) and coordinating the sharing of papers.
- Ensure all Student Voice activities reflect and represent the diversity of the student body.

About the Role

Representation Officer – Role Profile

Higher Education Policy

- Stay up to date with developments in the Higher Education sector that may impact Open University students, particularly those studying at a distance.
- Work with the Student Insights and Policy Officer to keep Student Representatives informed by sharing updates and preparing briefings on sector and University changes.

Student Issues and Closing the Feedback Loop

- Collaborate with the Student Leadership Team Liaison Officer to communicate student issues and concerns to Student Representatives.
- Support Student Representatives in closing the feedback loop by helping them gather student input and effectively report back on outcomes.
- Help ensure Student Voice activities remain responsive to emerging issues affecting the student experience.

Diversity of the Student Voice

- Ensure Student Voice activities reflect the full diversity of the student body.
- Design and deliver inclusive activities that engage underrepresented or less-heard voices, including asynchronous and out-of-hours opportunities.
- Support the Postgraduate Research student voice, ensuring their distinct experiences are represented.

Student Voice Visibility

- Support Student Representatives in sharing the impact of their work, helping to raise the profile of Student Voice within Open SU.
- Contribute to the development of the Open SU Student Voice Annual Report to showcase achievements and impact.

Person Specification

Essential	Desirable
Education, qualifications and training	
Relevant qualification or demonstrable experience of Project Management.	Educated to Degree standard or equivalent
Grade A*-C in English, or IELTS 6.0 or above (to include a score of at least 5.5 in Reading, Writing, Listening and Speaking).	Evidenced CPD relating to policy, Membership engagement, governance, student engagement or influencing decision making.
Knowledge, capabilities and experience	
Knowledge of and interest in Higher Education Policy	Experience of supporting students or members in their understanding of complex topics.
The ability to analyse and understand a wide range of policy areas and be able to summarise the facts and issues for day to day use by colleagues and students	Experience of supporting elected leaders.
Experience of writing and delivering reports.	Experience of delivering training or presentations.
Experience of working in a similar member-led organisation (e.g. public sector, charity, student union) with complex democratic structures.	
Knowledge and understanding of the issues facing higher education, particularly those affecting Open University students.	
Ability to present information clearly and concisely in writing or verbally. Confident in delivering training and workshops to groups of students.	
Knowledge and experience in recruitment and support of volunteers, developing effective channels for monitoring involvement and upskilling individuals.	

Digitally adept, agile and enthusiastic.	
Highly self-motivated and hardworking, with the ability to work well under own initiative but with knowledge and confidence to seek help or guidance where appropriate.	
Good relationship builder, able to foster good working links inside and outside the organisation	
High degree of emotional intelligence, who exercises good judgement, sensitivity, tact and diplomacy.	
Creative thinker, with the ability to put innovative ideas into practice. A 'Can do' approach to problem solving.	
Additional requirements and special working conditions	
The role is hybrid with in-person working at the Milton Keynes office as required as business needs dictate. We are happy and open to discuss flexible working arrangements and reasonable adjustments; however, all staff are required to work on a Tuesday each week.	
A flexible approach to work, including a willingness to work evenings and weekends by prior agreement with line manager. This will include a need to work occasional weekends to support face to face or online events within the portfolio.	
Commitment to equality, diversity, inclusion and accessibility.	
Commitment to own professional development.	
Commitment to environmental sustainability.	

