

Rep Engagement Lead

Role Description and Person Requirements

Department:	Student Voice
Location:	Stoke-On-Trent (but may be required to work at our other sites in Stafford and London from time to time)
Reporting to:	Voice and Advocacy Manager
Responsible for:	Union Team Members (Voice)



The vision of our team here at Staffordshire Students' Union is that every student will be **Proud to be a part of Staffs**.

Working alongside our University, it is our purpose to ensure that every student has access to a range of student support services, opportunities for community building and access to activities that shape their academic experience.

About the Role

The purpose of this role is to empower and support a network of student representatives across all campuses, enabling them to influence academic and wider student experience improvements. The role will also support the effective delivery of democratic Union processes such as Elections, the Annual Members' Meeting, Student Forums, Boards and Committees, and key engagement projects, including welcome activity for new students.

Key drivers for this role include:

- Developing representatives from “a list of names” into a community of active changemakers
- Introducing pragmatic and innovative ways to capture, understand and amplify student voice
- Supporting and nurturing communities of students who trust the Union and feel empowered to shape their experience.

The ultimate goal is to ensure our representatives form a connected, confident and impactful network — one that moves beyond individuals to a collective voice that drives continuous improvement across the University and the Students' Union.

Core Responsibilities

The post holder will work with The Strategic Management Team, Officers and staff to:

- Drive year-round rep engagement by leading the Recruitment, Training & Support cycle, making sure students feel confident, welcome and included from day one.
- Recruit reps where students are (on campus, online and in academic spaces) using accessible, varied and student friendly approaches.
- Clearly communicate what “Student Voice” is and why it matters, championing representation as a core part of every student's academic experience.

- Deliver induction and training that is concise, evidence based and rooted in belonging, using the Rep Hub and in person sessions to build skills and community.
- Support Reps to Listen → Act → Communicate, helping them gather feedback, close loops, solve problems and share impact stories that celebrate wins for students.
- Build strong partnerships with university colleagues, Full-time Officers and volunteers to tailor engagement for diverse student communities.
- Coordinate democratic and engagement activities including Union Elections, Members' Meetings, student led campaigns, forums and key welcome events.
- Supervise and support Voice & Advocacy Union Team Members (student staff), ensuring they feel confident, informed and part of an empowering, student focused team.

General Expectations

Whilst working in this role, you will also:

- Maintain high standards of Health and Safety and comply with all relevant legislation.
- Protect confidential and personal data in line with GDPR.
- Follow all Students' Union policies, procedures, and protocols.
- Keep up to date with Higher Education policy, University regulations, and student issues.
- Ensure administrative tasks are accurate, efficient, and fit for purpose.
- Contribute to Student Welcome activities for new and returning students.
- Support ongoing student voice and feedback across the Union and University.
- Help bring the Students' Union vision to life by making every student, guest, and customer Proud to be Staffs.
- Demonstrate commitment to our environmental and ethical values by minimising environmental impact.
- Carry out any other reasonable tasks as directed by your Line Manager.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

Person Requirements

Essential Criteria

Strong communicator with the ability to engage confidently with students, colleagues and stakeholders across digital and in person spaces.

Relationship builder who can create positive, collaborative partnerships that support student voice and representation.

Organised and proactive, able to plan ahead, coordinate multiple projects and adapt to changing priorities.

Experience working or volunteering in student focused, educational, charity or community environments, with an understanding of representation and/or volunteer engagement.

Able to design and deliver accessible training and engagement activities that help students feel confident, welcome and informed.

Values driven and inclusive, with a commitment to fairness, belonging and empowering diverse student communities.

Comfortable using digital tools to support engagement and communication

Able to gather and summarise student feedback clearly and accessibly

Desirable Criteria

Experience supervising or supporting volunteers or student staff

Understanding of academic structures, university decision making or democratic processes.

Experience coordinating events, campaigns or democratic processes

Ability to create impact stories, case studies or feedback summaries that celebrate student voice.

Equality Statement

Here at Staffordshire Students' Union, we are committed to promoting and enabling a positive culture where staff, students and visitors are confident to be their authentic selves. We focus on inclusion as a way to ensure equality of opportunity for all our people and to demonstrate our commitment to Equality, Diversity and Human Rights.

We promote applications from all sections of the community, regardless of background, belief or identity, recognising the benefits a diverse organisation can bring for our Union and our community.