

ROLES AND RESPONSIBILITIES DEPARTMENTAL REPRESENTATIVES (UNDERGRADUATE)

- 1.1. This document outlines the typical duties expected of the post-holder. The descriptions of the post cannot be exhaustive and the post-holder may be required to undertake other duties, normally these will be broadly in line with the listed key responsibilities. Roles and responsibilities may also be subject to change.
2. **Summary of Role:**
 - 2.1. Departmental Representatives are elected members of their current student cohort. Either one or two representatives exist per undergraduate department. They are responsible for receiving and collating student feedback relating to their academic department and working with year representatives to ensure this is gathered. Feedback should be given to relevant staff or volunteers as appropriate, particularly the faculty's Academic Affairs Officer (AAO). They are expected to proactively pursue improvements to their department's programmes of study, and seek to maintain standards.
3. **Duties and Key Responsibilities:**
 - 3.1. **Communication:**
 - Attend Staff-Student Committees (SSC) which are typically held five times a year.
 - Attend Education & Representation Board meetings (ERB) as necessary.
 - Ensure important issues are put on the agenda for SSC and ERB meetings.
 - Communicate all necessary issues with year representatives on a regular basis.
 - Listen to and encourage feedback from year representatives on an ad-hoc basis.
 - Contribute to discussions within ERB meetings which affect their constituents and raise issues where necessary.
 - Produce clear written communication in the form of e-mails, website copy or as otherwise appropriate to disseminate information to constituents.

- Refer urgent issues directly to departmental staff, the departmental representative or Deputy President (Education).
- Ensure student confidentiality is maintained at all times unless otherwise agreed.
- Ensure constituents and individuals affected are kept up to date with changes and developments.
- Encourage achievable and realistic SMART goals to be created by year representatives. Monitor year representatives' progress towards reaching their goal providing encouragement where needed.

3.2. **Collaboration:**

- Liaise with Heads of Department, Directors of Undergraduate Study, other senior staff and Academic Affairs Officers (AAO) to ensure they receive student feedback. This includes bringing urgent academic issues to their attention.
- Liaise with Deputy President (Education) to ensure they are kept up to date of significant issues affecting constituents.
- Establish and maintain good relationships with relevant staff members, regularly communicating relevant information provided by students.
- Encourage promotion of Union, College and national surveys (such as the Union Survey, NSS, UG SOLE module/lecturer evaluations, etc) and assist with the dissemination of results.
- Give and proactively solicit feedback on new programmes of study and other departmental/College initiatives
- Reps may be asked to contribute to and/or take part in review panels for the annual monitoring of programmes of study and/or the periodic review of departments.

3.3. **Management:**

- Work closely with year representatives to collate student feedback.
- Provide assistance to ensure year representatives are able to fulfil their duties.
- Ensure regular communication occurs between year representatives within a department. This includes the sharing of good practice.
- Ensure there is sufficient communication between year representatives and their constituents, particularly to update constituents when significant changes have been made.

- Communicate any issues, queries or suggestions to improve the representation system to the Representation Coordinator to ensure the system's efficiency is maintained.
- Proactively pursue specific goals and aims as outlined by constituents and as outlined in the representatives' election manifesto.
- Where applicable refer issues beyond the representation system.
- Gather information from predecessor(s) about on-going projects and good practice at the beginning of their time in the role.
- Contact their successor or departmental representative to ensure good practice is shared and on-going projects passed on.

3.4. **Organisation:**

- Collate feedback from academic representatives within their department to pass on to the committee.
- Proactively pursue resolutions to issues causing significant concern to constituents within ERB meetings and outside as appropriate.
- Submit items to discuss to meeting agendas.

3.5. **Knowledge:**

- Awareness of the representation system structure and a good understanding of College's workings as a whole.
- Understanding of the Union's [Student Consultation Framework](#)
- Familiarity with the [Staff-Student Committee good practice guidelines](#)
- Familiarity with the [QAA Quality Code of Higher Education](#), in particular expectations and practices regarding student engagement
- Complete relevant training courses as required by Imperial College Union.

3.6. **Experience:**

- None required, although experience of participating in meetings may be beneficial.

3.7. **Availability:**

- Students should expect to attend in the region of five meetings per academic year. These are usually held at the campus where the bulk of their programme is administered so should require no more travel than would be expected on a day to day basis. Meetings typically last one to two hours.

- Work relating to this position should take on average no more than a few hours a week. Work volumes will vary during the course of an academic term and will be term time only. Meetings and other work commitments during examinations will be avoided wherever possible.
- Representatives should expect to be available to constituents by e-mail and to reply within a reasonable timeframe. In person representatives should reasonably be expected to be approached or meet for a short time with constituents before or after lectures, workshops, etc., as required.
- It is recognised that students are first and foremost at Imperial to study or research and that this must be prioritised. Students who feel their studies are being compromised, are struggling or feel they are spending too much time filling the role should speak to the Representation Coordinator.

Approved by QAEC
March 2013

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