



University Students' Council of the University of Western Ontario ASSOCIATE, STUDENT EXPERIENCE

EFFECTIVE: 01/01/2017

SUPERSEDES:

AUTHORITY: Executive

RATIFIED BY: Executive

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1.00 POSITION TITLE: ASSOCIATE, STUDENT EXPERIENCE

2.00 POSITION OVERVIEW:

- (1) The Associate, Student Experience will support the Vice-President in their mandate to represent the interests of all undergraduate students at Western University by conducting research; drafting; revising, and reviewing policy; assisting in the coordination of ongoing advocacy initiatives; and liaising with the USC's Advocacy Services Department in accordance with the USC's external initiatives and priorities.

3.00 PRIMARY RESPONSIBILITIES:

- (1) Provide project and advocacy assistance and research support in the Student Experience portfolios to the Vice-President.
- (2) Support the President and Vice-President in managing relationships with key partners in the Student Experience portfolio of Western University. This includes maintaining correspondence, working collaboratively with university and external stakeholders, and attending meetings and/or functions in the Vice-President's stead, where necessary.
- (3) Work with the Vice-President and the Senior Manager, Advocacy and Government Services, to research, develop, and enhance policy and advocacy initiatives.
- (4) Support the Vice-President by assisting in the researching and writing of advocacy-related documents including position papers, letters of support, and policies regarding the student experience portfolios.
- (5) Complete a final report at the end of the winter academic term (April), in compliance with the USC's Final Reports Procedure

4.00 QUALIFICATIONS:

- (1) Qualified candidates for this position must be an undergraduate student of Western University.

Qualified candidates will have strengths in the following areas:



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Qualified candidates for this position will have aptitudes in the following areas:

- i. *Project Management Skills*: identifies project needs, develops plans, mobilizes available resources, adapts to changing circumstances, sets priorities and manages time in order to effectively meet deadlines. Detail-oriented with a strong sense of follow-through. Approaches a complex task or problem by breaking it down into its component parts.
- ii. *Team Facilitation*: provide consistent leadership and support to a project-based team. Motivates with purpose and leverages the diverse skills of a team to best complement their collective goals.
- iii. *Communications Skills*: strong written and verbal communication. Actively listens to the issues of others in a manner that elicits cooperation and engagement.
- iv. *Evaluative and Analytical*: understands and appreciates the value of metrics to measure success, and feels comfortable implementing an evidence-based approach to student government. Takes learning from each experience and uses critical thought to make adjustments for future endeavors. Gives constructive feedback to team members.
- v. *Strategic Thinking*: thinks tactically and with foresight to identify trends and priorities. Comfort working with long-term plans and in a politically charged, bureaucratic environment.
- vi. *Resource Management*: ability to manage minimal resources in order to maximize their effectiveness. Ability to use foresight to appropriately allocate resources in accordance with need.
- vii. *Adaptability and Resiliency*: comfortable working in a constantly fluctuating work environment. Integrates input and values perspectives from multiple stakeholders. Flexible and able to accommodate last-minute adjustments. Maintains energy and commitment in the face of setbacks or change.
- viii. *Research Skills*: able to provide issue analysis and additional information as required to ensure best practices and up-to-date context. Can identify relevant information and subsequent implications from high volumes of material.
- ix. *Professionalism and Discretion*: uses diplomacy and tact when engaging with individuals presenting inquiries or concerns. Can be trusted with sensitive information.
- x. Knowledge of Western University with a focus on the portfolio of the Provost and Associate Vice-President (Student Experience).

5.00 TIME COMMITMENT:

- (1) The time commitment is up to a maximum of 24 hours per week, on average. These hours will be allotted to each project the associate is given until its completion. Additional hours will be communicated and mutually agreed upon in advance, when necessary. The associate will be expected to complete the ground work for a policy paper by the end of their term.



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6.00 TRAINING/SUPPORT:

- (1) Each associate will be provided with advocacy training.
- (2) Each associate will have direct access to the Senior Manager, Advocacy and Government services, who will provide operational support.
- (3) There will be a Health and Safety training seminar conducted at the beginning of their employment. This seminar is mandatory as all new members of the USC must attend as stipulated in their employment contract.
- (4) Throughout their term, the Associate, Student Experience will have the opportunity to strengthen their leadership, critical thinking, project management, and communication skills through professional development workshops and experiential learning facilitated by the Human Resources Department.

7.00 LEARNING OUTCOMES:

- (1) Plan, implement, monitor, and evaluate projects by applying principles of project management.
- (2) Learn the foundations of effective advocacy.
- (3) Learn how to develop effective group facilitation skills in addition to becoming more proficient in supervising and managing part-time staff and volunteers.
- (4) Demonstrate an understanding of and act in the mediating role of the professional communicator between the organization and students.

8.00 COMMUNITY IMPACT:

- (1) From the identification of issues, and policy papers being created students concerns will be in a better position to be advocated on for the University and all levels of government.
- (2) The Associate, Student Experience has the opportunity to directly impact the student experience at Western University by working with and for undergraduate students.
- (3) The Associate, Student Experience will impact the USC by supporting the Vice-President in their mandate to serve as an advocate on behalf of students to key partners and an advisor to the President on issues pertaining to the undergraduate student experience.



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- (4) The Associate, Student Experience shall, in all things, strive to enhance the educational experience and overall quality of life for all undergraduate students at Western University.

9.00 EVALUATION:

- (1) Associates will participate actively with their supervisors in conducting formative and summative performance assessments.
- i. *Formative Assessment* is an ongoing process of dialogue and informal feedback in which the Supervisor and associate determine their level of satisfaction in the position and identify further learning needs for a successful job completion.
 - ii. A *Summative Assessment* is conducted at the end of an associate's term in order to qualify their experience, identify individual learning outcomes, and evaluate overall job performance. Two forms of summative assessment which will be conducted are: the Supervisory Assessment and Self-Assessment.

10.00 SUPERVISION:

- (1) The Associate, Student Experience reports directly to the Vice-President.
- (2) Secondary support for the Associate, Student Experience will be provided by the Senior Manager, Advocacy and Government Services.
- (3) Tertiary support for the Associate, Student Experience will be the Coordinator, Human Resources.