



## ***University Students' Council – Position Description***

<b>Position Title:</b>	<b>Student Engagement Coordinator</b>
<b>Supervisor:</b>	Communications Officer
<b>Remuneration:</b>	Honoraria \$1000 (\$500 per semester)
<b>Hours of Work:</b>	3 - 4 hours per week during the academic year
<b>Term:</b>	June 1 – April 30 <sup>th</sup>

### **OVERVIEW:**

Work alongside the USC's executive staff and administration to garner feedback from the student population in an engaging way to help direct USC initiatives. In this role, you will have the opportunity to learn how finding new ways to engage with students and hear what they have to say is relevant to our organization. You will create and administer surveys to support USC initiatives.

### **DUTIES AND RESPONSIBILITIES:**

- Use online mechanisms to garner student feedback including polling, surveys and social media.
- Work with the Communications Officer, and the Associate, Student Feedback, to update and implement USC Student Surveys.
- Organize and moderate in person feedback sessions, such as focus groups and change camps. Encourage open dialogue and ensure the taking of proper records.
- Lead in the creation, editing or dissemination of reports that should follow feedback initiatives both in person and online.
- Work with the Communications portfolio to develop strategies for branding the USC's objectives, including in person and online engagement
- Ensure the USC is up-to-date with the latest social media practices, expanding into new platforms where necessary.
- Work with the Communications Officer, Student Programs Officer and other Executive Council members to maintain a calendar of on-campus campaigns – specifically ones that require booked spaces (UCC booths, displays, rooms). Assist with the reservation of these spaces.
- Act as a resource to all USC coordinators and associate vice-presidents interested launching an awareness or political campaign.
- Ensure consistency in messaging and demonstration of values across all USC campaigns.

- If needed, act as a facilitator and a resource for Faculty and Affiliate Councils to conduct Town Halls with the executive or their constituencies.
- Collaborate with the Promotions Team to advertise and promote feedback gathering sources under the direction of the Communications Officer.
- Work with the Communications portfolio to plan and implement any additional feedback structures for the USC, constantly thinking of new ways to garner community input.
- Complete an interim report at the end of the fall academic term (December) and a final report at the end of the winter academic term (April) in compliance with the USC's Final Reports Procedure.

## **QUALIFICATIONS:**

- All Coordinators must be an undergraduate student as defined by Western University during the school year they are in the Coordinator role.
- A Coordinator cannot be a USC Councillor during their term as a Coordinator.

## **KNOWLEDGE, SKILLS and ABILITIES:**

- **Interpersonal Communication:** The Student Feedback Coordinator position requires strong interpersonal communication skills, given the need to work concurrently with a number of project stakeholders. Able to provide constructive feedback to project stakeholders and communicate expectations effectively through written and oral mediums.
- **Problem Solving:** The Campaigns Coordinator should be flexible, able to critically assess and troubleshoot problems and demonstrate effective problem solving in the role. Strong organizational and time management skills are paramount.
- **Strategic Thinking:** Skilled and tactical in using existing resources and capacities to maximize impact and scope of marketing goals.
- **Project Management:** Strong organizational and time management skills are paramount to the success of these projects. The Student Feedback Coordinator should be flexible, able to critically assess and troubleshoot problems and demonstrate effective problem solving in the role.
- **Knowledge of Data Collection Methods:** The Student Feedback Coordinator should have experience with quantitative and qualitative methodologies for data collection and assessment, including a clear understanding of ethical survey practices.

- General Knowledge of the structure of the USC and its operations and services.
- Initiative: Thorough in identifying current and future opportunities for issue engagement and pursues opportunities for meaningful content.
- Proficient Writing and Editing Skills: Can write persuasively and employ rhetoric.
- Can use simple and succinct language to communicate complex ideas. Able to edit and paraphrase others' writing for maximum impact. Utilizes proper grammar and syntax at all times.
- Research and Synthesis Skills; Able to provide issue analysis and additional information as required to ensure best practices and up-to-date context.

### **TRAINING:**

- The Student Engagement Coordinator will be required to attend all USC-mandated training sessions for Coordinators, as determined by the Communications Officer and the USC Volunteer Services Department.
- The Student Engagement Coordinator will be expected to attend a mandatory Health and Safety training seminar conducted at the beginning of their term.