University Students’ Council – Position Description

Position Title: Intern, Student Feedback - Feedback Design & Stakeholder Outreach
Supervisor: Senior Manager, Information Systems
Remuneration: $16/hour
Hours of Work: Max 15 hours per week
Term: May 2020 - April 2021 (Minimal hours during the summer)

OVERVIEW:

Work alongside the USC Executive and full-time staff to support engaging and statistically significant student feedback collection from Western undergraduate students to help guide the USC’s priorities and understand student needs and concerns. In this role, you will lead creation and implementation of surveys, focus groups, and other creative means to gather student perspectives and anecdotes on key student issues on campus, while working collaboratively with relevant community stakeholders.

DUTIES AND RESPONSIBILITIES:

- Work with the Senior Manager, Information Systems to implement USC student surveys and feedback campaigns.
- Use digital and in-person mechanisms to gather student feedback including polling, surveys, and social media.
- Organize and moderate in-person feedback sessions, such as focus group; facilitate and encourage open dialogue and ensure the collection of representative data from students.
- Work with the Vice President Communications & Public Affairs and Communications Manager to identify political priorities and develop feedback surveys that evaluate the USC’s brand recognition and student understanding of the USC’s programs, services, and operations.
- Work closely with key stakeholders on feedback projects to ensure collected data meets the stakeholders’ goals and objectives and answers relevant research questions.
- Lead in the creation, editing, and dissemination of reports that follow qualitative feedback initiatives for the USC.
- Work in collaboration with other members of the student feedback portfolio to ensure a coordinated and efficient data collection process.
- Work with the USC Communications Department and Vice President Communications & Public Affairs to promote opportunities for students to provide feedback to the USC.
- Work with the Senior Manager, Information Systems to plan and implement any additional feedback structures for the USC, constantly evaluating new ways to garner community input.
- Adhere to USC bylaws, policies, and procedures. Complete a Final Report at the end of the winter academic term (April) in compliance with the USC’s Final Reports Procedure.
QUALIFICATIONS:

- All interns must be undergraduate students as defined by Western University during the school year in which they are in the Intern role.
- Interns cannot be a USC Councillor or Director during their term as an Intern.
- Prior experience in gathering feedback and working with community stakeholders would be considered an asset.

KNOWLEDGE, SKILLS & ABILITIES:

- **Project Management**: Strong organizational, time management, and attention to detail are paramount to the success of these projects. Qualified candidates should be flexible, able to critically assess and troubleshoot problems, and demonstrate effective problem solving skills.
- **Research and Synthesis Skills**: Able to provide issue analysis and additional information as required to ensure best practices and up-to-date context.
- **Written and Verbal Communications Skills**: Can write persuasively and employ rhetoric. Able to use simple and succinct language to communicate complex ideas. Utilizes proper grammar and syntax at all times.
- **Interpersonal Communication**: The Feedback Design and Stakeholder Outreach intern 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.
- **Adaptable and Resilient**: Integrates input and perspectives from multiple stakeholders. Flexible and able to accommodate or integrate last-minute adjustments. Maintains energy and commitment in the face of setbacks or change.
- **Initiative**: Thorough in identifying current and future opportunities for issue engagement and pursues opportunities for meaningful content.
- **Understanding of social justice**: Candidates should possess an existing understanding and willingness to learn about issues of social justice, equity, diversity, and inclusion on campus and within society, and have a general understanding of campus and community resources.
- **General knowledge of the structure of the USC**: Candidates should be willing to acquire an in-depth understanding of the USC’s programs, services, and operations, in addition to the short-term executive priorities and long-term objectives of the organization.

TRAINING:

- The Student Feedback Intern will be required to attend all USC-mandated training sessions as determined by the Senior Manager, Information Technology & Information Systems.
- The Student Feedback Intern will be expected to attend a mandatory Health and Safety training seminar conducted at the beginning of their term.