



University Students' Council – Position Description

Position Title:	Student Feedback Intern
Supervisor:	Senior Manager, Information Systems
Remuneration:	\$16/hour
Hours of Work:	Max 15 hours per week
Term:	Sept 2020-April 2021

OVERVIEW:

Work alongside the USC's executive staff and administration to garner feedback from the student population in an engaging way to help guide the priorities of the USC and keep a pulse on student needs and concerns. 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, focus groups and collate anecdotal evidence to support USC objectives.

DUTIES AND RESPONSIBILITIES:

- Work with the Senior Manager, Information Systems to plan and implement USC Student Surveys and Feedback Campaigns.
- Use online and in person methods to gather student feedback through polling and surveys..
- Organize and moderate in person feedback sessions, such as focus groups and change camps. Facilitate, encourage open dialogue, and ensure the taking of proper records.
- Lead in the creation, editing or dissemination of reports that should follow in person and online feedback initiatives.
- 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 initiatives under the direction of the Communications Manager.
- Collaborate with the Communications Team to plan and implement any additional feedback structures for the USC, constantly thinking of new ways to gather community input.
- Adhere to USC bylaws, policies and procedures. Completing 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 an undergraduate student as defined by Western University during the school year they are in the Intern role. An Intern cannot be a USC Councillor during their term as an Intern.

KNOWLEDGE, SKILLS and ABILITIES:

- *Interpersonal Communication:* The Student Feedback Intern 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.
- *Research and Synthesis Skills:* Able to provide issue analysis and additional information as required to ensure best practices and contextual results.
- *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.
- *Project Management:* Strong organizational and time management skills are paramount to the success of these projects. The Student Feedback Intern 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 Intern should have experience with quantitative and qualitative methodologies for data collection and assessment, including a clear understanding of ethical survey practices.
- *Initiative:* Recommend improvements to current practices and identify future opportunities for meaningful engagement.
- *Proficient Writing and Editing Skills:* Can write persuasively and clearly. 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.
- General Knowledge of the structure of the USC and its operations and services.

TRAINING:

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