



University Students' Council – Position Description

Position Title:	Student Feedback Intern
Supervisor:	Senior Manager, Information Systems
Remuneration:	\$45,748.08 annual salary + Benefits and Vacation
Hours of Work:	Full time position (35 hours per week)
Term:	June 1, 2023 - April 30, 2024

OVERVIEW:

Work alongside the USC's executive staff and administration to gather feedback from students 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 new ways to engage with students and hear what they have to say. You will also provide direct support to various internal working groups and committees by supporting the creation and implementation of surveys or focus groups, and by presenting research on student perspectives, while working collaboratively with relevant community stakeholders.

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.
- Work with the Chair of various internal working groups and committees to identify political priorities and develop feedback surveys that evaluate our policies, 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.
- 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 Communications Team to plan and implement any additional feedback structures for the USC, constantly thinking of new ways to gather community input.

QUALIFICATIONS:

- Must be a graduating student at Western University or be willing to take a full year off of school.
- An Intern cannot hold another USC paid position, USC Councilor position, or Director position on the USC Board of Directors.

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 criticism to project stakeholders and effectively communicate expectations 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.

Additional Information:

Please note that the Intern positions are now full time roles with an **11-month contract from June to April**. These roles will be filled by graduating students of Western University in an undergraduate or professional degree program or those from the same programs willing to take a full year off. The work hours are 9:00am - 5:00pm from Monday to Friday; however, these hours are subject to change due to fluctuating operating hours. Work hours may be adjusted to accommodate the increased workload during peak periods. Occasional pre-approved overtime may be required.

The USC is operating fully in person, and thus the successful candidate must be able to work on campus. This position will receive Health and Dental Benefits, Defined Contribution RESP/Pension Plan and vacation.