



University Students' Council – Position Description

Position Title:	Student Feedback Intern
Supervisor:	Public Relations Manager
Remuneration:	\$42,000 Annual Salary + Benefits and Vacation
Hours of Work:	Full time position (35 hours per week)
Term:	June 2, 2025 - April 30, 2026

OVERVIEW:

Work alongside the USC's 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 Public Relations Manager to plan and execute Feedback Campaigns including surveys, focus groups, social media polls and in-person activation.
- Conduct market research to help the USC better understand undergraduate students on Western's campus.
- In collaboration with the Public Relations Manager, work with various internal working groups and committees to identify political priorities and gather feedback to 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.
- Facilitate, encourage open dialogue, and ensure the taking of proper records during in-person feedback sessions.
- Summarize data in reports and disseminate results promptly following in-person and online feedback initiatives.
- Provide ongoing internal updates and strategic recommendations based on student feedback collected.

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 Operation, AVP, Coordinator, Governance Leader) or USC Councillor, Purple Care Trustee, or Director position on the USC Board of Directors or the Appeals Board.

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.
- *Enthusiasm:* The Student Feedback Intern should be comfortable engaging with other students on campus face-to-face to solicit informal and formal feedback
- *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 Public Relations Manager and the People and Development 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.