

Department Officer Role Description

Salary	Honorarium of £150 per semester (£300 PA pro-Rata) You will need to have a UK National Insurance Number in order to be paid
Duration	Fixed term – September 2024 to May 2025

*To be eligible to apply, you must be an **undergraduate** student studying at Heriot-Watt in September 2024. If appointed, Department Officers are required to attend a training session in September.*

Academic Representation at Heriot-Watt Student Union

As part of our work to actively listen to students, the Student Union recruits a network of over 250 undergraduate Class Reps to gather feedback from students and deliver it to the appropriate people across the university to create change and improve the learning experience. We have 25 Department Officers to share the role of leading that network. Department Officers are one of the most important connections between the student body and the Union. Regular meetings and communication with Department Officers ensures that our Full-Time Officers and University staff know how students are feeling at any point in the academic year and what they should be working on.

Department Officer Responsibilities
<ul style="list-style-type: none">• Support the recruitment of Class Reps in each department by delivering lecture shout outs and providing information about the role to interested students.
<ul style="list-style-type: none">• Maintain regular contact and promote engagement between Class Reps in each year group across the department.
<ul style="list-style-type: none">• Delegate and guide strategic feedback tasks to Class Reps and empower Class Reps to problem solve and resolve issues at programme level.
<ul style="list-style-type: none">• Understand and resolve department level issues.
<ul style="list-style-type: none">• Meet with Year Coordinators, Heads of Department and Directors of Learning and Teaching in the department and school to develop solutions to problems faced by the students they represent. This includes any relevant catch-up meetings with your School.
<ul style="list-style-type: none">• Attend and contribute updates, feedback, and ideas at regular meetings with the School MP to dissect issues and forward high-level concerns to the Vice President Academic.
<ul style="list-style-type: none">• Attend, organise/chair the relevant Student-Staff Liaison Committees (SSLC) twice a semester.
<ul style="list-style-type: none">• Take part in Academic Reviews.
<ul style="list-style-type: none">• Attend the Student Union's annual Student Meeting.

<ul style="list-style-type: none"> • Review reports and contribute student views in School Learning and Teaching Committees (or equivalent) on changes to courses and programmes.
<ul style="list-style-type: none"> • Attend the Student Union's Academic Congress to deliver student feedback on whole university issues and receive key information from University and Student Union staff.
<ul style="list-style-type: none"> • Create a handover document for the future Department Officer

Key Skills

You will learn a lot in the role, and you don't need to be great at everything yet, but we are looking for a few key qualities that are essential to being a successful Department Officer. We will be looking for you to demonstrate these skills in your application and interview.

<ul style="list-style-type: none"> • Communication – verbal and written
<ul style="list-style-type: none"> • Listening
<ul style="list-style-type: none"> • Organisation
<ul style="list-style-type: none"> • Time-management
<ul style="list-style-type: none"> • Problem-solving
<ul style="list-style-type: none"> • Diplomacy
<ul style="list-style-type: none"> • Responsive nature
<ul style="list-style-type: none"> • Resolve
<ul style="list-style-type: none"> • Passion for improving the academic experience

Key working relationships

- Student Union – VP Academic, Representation and Democracy Coordinator, other Full-Time Officers.
- Student body – Class Reps, School MPs, students in general.
- University – Head of Department, Staff Rep, Year Coordinators.

Key Meetings (this is not an exhaustive list)

Student Union:

- **Department Officer Meetings** – Department Officers will attend regular fortnightly meetings with their School MP to share concerns and general departmental feedback where the MP can give updates regarding the Schools and help with resolutions and forward key feedback to meetings with the VP Academic.
- **Academic Congress** – open to all academic reps at Heriot-Watt to discuss university wide issues and chaired by the VP Academic, occurs three times a year.

Heriot-Watt University:

- **Student-Staff Liaison Committees** – held at department and School level twice a semester. The meetings where reps in each department deliver and discuss what is working well and less well with key staff in their department/school.
- **School Learning and Teaching Committee** - responsible for overseeing the management and enhancement of learning, teaching and assessment for the school's entire taught provision in all modes and locations.

Failure to attend meetings without sending apologies in advance and low engagement throughout the role will affect payment.