Learner Experience Representative

Overview of role:

The Learner Experience Representatives play an important part in influencing the Students Association decision making. You’ll be the eyes and ears of the Association, chatting in online forums, on social media, at tutorials, and everywhere students are. You’ll be responsible for picking up on academic and study related issues and successes and, feeding these back into formal communication channels. You’ll also get involved in the big conversations, as your feedback will help to build up a picture of student opinion across your faculty and the university.

Essential for role:

You must be a current student, and to get the most out of your role it is expected that you will complete online training, which will take approximately two hours. You must be able to communicate effectively with a range of audiences, at times using different tactics to promote yourself and your role in order to gain more feedback and diversify your reach. You should at all times be approachable to other students, and be able to respond intuitively to feedback.

It is important that you are willing to engage with other representatives and volunteers in the relevant forums and online spaces by reporting back about your activity as a representative and sharing best practice.

Access to a computer or device is crucial for the role.

As a Learner Experience Representative you might also be a full member of the Student Consultative forum if appropriate to the appointment.

With a positive attitude towards change, you should be happy to work collaboratively with other groups of students and volunteers, including the Vice President Representation and Research at the Student Association.

Supported by:

- Vice President Representation and Research
- Vice President Education
- The Association Student Voice Team
- Central Committee Representatives
- Faculty Association Representatives
- The Association Volunteering Team

Team contact details can be found in your volunteer handbook.
Desired skills:

You will:

- Have good communication skills, in particular being able to respond to student concerns that may at times be deemed as sensitive, as well as seek opinions from a wide range of students
- Be knowledgeable about services that students can access e.g. Student Support Teams and Peer Mentors (we will offer signposting training)
- Be solution focused, and to make a positive and active contribution to forums
- Have an interest in student issues, university policy, and the OU student experience.
- Passion for the OU Students Association mission statement and objectives
- Ability to work independently and as part of a team

What the OU Students Association expects from you in this role:

- To act professionally whilst in your role in particular to remain courteous, balanced and fair
- To ensure that you act in a way which reflects our commitment to Equality and Diversity (our expectations of volunteers can be found in your handbook)
- To act with integrity, and complying with confidentiality and data protection as and when needed for the role.

What you can expect from the OU Students Association:

- Support from a dedicated member of staff in the Student Association office
- Access to a monthly volunteer newsletter and a volunteer handbook outlining all polices and the support you can access within your role
- An induction and full training appropriate to your role
- Reasonable paid expenses for travel if you attend any optional meetings at the Milton Keynes Campus or other locations
- The chance to develop transferable skills and confidence, as well as learn skills valued by employers.
- Opportunities to meet other volunteers at the annual training weekend
- Opportunities to influence the direction of the OU and contribute to the teaching and learning experience for students in the future.
- To have fun whilst volunteering!

Application Process:

You can apply here [http://www3.open.ac.uk/forms/ler/](http://www3.open.ac.uk/forms/ler/)

(Alternative formats can be arranged – please let student-voice-team@open.ac.uk know if you would like to request one)