

Students'
Union
Bath Spa

**TRANSPORT STUDENT
EXPERIENCE OFFICER
ROLE DESCRIPTION**

The Student Experience Officers

Student Experience Officers are the leading representatives on areas which may affect student experience. Their role is to liaise and participate with key student groups, to capture opinions and feedback to the relevant sources to show awareness of the student voice. They should work closely with Sabbatical Officers, fellow Student Experience Officers and staff at the Students' Union and University to enhance the experiences for Bath Spa students. They must undertake all duties and responsibilities as outlined in the Union's Constitution, by-laws and legislation.

In Bath Spa Students' Union we have four Student Experience Officers. Their remits are -

- Across Campuses Experience
- Commuting Experience
- Transport Experience
- Postgraduate Experience

Student Experience Officers have three key areas of responsibility within their remits; to develop and establish focus groups, to be up to date with issues on social media and Change Something! and be able to encourage and motivate students to enhance their student experience.

1.0 - Student Experience Officer '*Focus groups*' -

- To liaise with students to develop a focus group around your remit.
- Take responsibility to chair these meetings and report back to the relevant sources.
- To liaise with Students' Union staff to guarantee full effectiveness of focus groups and to obtain relevant and necessary information for these focus groups.
- To advocate the value of participation and create an environment in which students feel safe to talk.
- Be responsible for liaising with the appropriate Union staff to make sure that feedback obtained is kept confidential where appropriate and/or dispersed to alternative sources to ensure issues are being followed up appropriately.

2.0 - Student Experience Officer '*Online Platforms*' -

- Develop and manage social media pages to target students within your remit.
- Respond and update your section on Change Something! to keep students up to date with changes occurring within the Students' Union.
- Work with fellow Officers and Union staff to feedback information to University staff about issues arising, as well as seeking ways of implementing the changes across the University.
- Online platforms should be used to keep yourself up to date with the day to day issues faced by students within your remit.

3.0 - Student Experience Officer '*Student Experience*' -

- Provide relevant advice and support for students within your remits.
- Be the leading representative for your remit.

- Work with Sabbaticals, other Officers and Union Staff to develop and promote opportunities for students to participate in.
- Liaise with the appropriate University staff to represent the views and interests of students.
- Work closely with students to enhance their experience at Bath Spa University.

4.0 - Additional information -

- The Student Experience Officer role is the perfect opportunity to represent students in a particular area of student experience.
- The role allows you to represent the student voice to present changes which the University needs to make.
- The role offers students a key point of contact within the student body to discuss issues with the hope of seeing long lasting change occur throughout the University.
- Student Experience Officers are there to improve the non-academic experience for students throughout Bath Spa University.
- The purpose of these roles are to capture issues throughout the student body whilst encompassing all campuses.

Transport Student Experience Officer

The Transport Student Experience Officer is the Student Experience Officer leading on all issues relating to transport across all Bath Spa campuses.

This role takes particular focus towards students who use transport to get to and from their campus. The transport role is designed to work closely with students to review both our public transport services as well as University run services to make sure they're appropriate to the needs of students.

KEY AREAS OF FOCUS

- Improving the transportation services for Bath Spa Students.
- Working with students from different campuses to understand what areas in transportation need improving and developing.
- Working with the President to liaise with First Bus and University Transportation teams to champion the student voice.
- Working closely with your focus group to work on both short term wins and long term changes to enhance the student experience.
- Report back to students through key platforms to demonstrate the changes which are being made throughout Bath Spa University in regards to Transport.

KEY WORKING RELATIONSHIPS WITH

Liaise directly with the following to share information that relates to the student experience and to raise issues affecting students –

- Students
- Sabbatical Officers
- Student Experience Officers
- Student Engagement team
- Student Experience team
- University Transportation staff

Plus, other key members of staff from across academic services, professional services and the Union.

YOU SHOULD RUN FOR TRANSPORT EXPERIENCE OFFICER IF YOU...

- Are passionate about ensuring the Union communicates effectively with students.
- Are able to motivate and encourage students to have an active voice throughout University.
- Have an interest in developing and improving transport for all Bath Spa students.
- Want to develop skills alongside your degree whilst shaping the student experience for all students' at Bath Spa University.