# WELFARE REPS

# GETTING TO KNOW THE ROLE




## WELCOME TO THE ROLE

Being a Welfare Rep is about helping students feel heard, included and connected. You're not expected to have all the answers, but you are expected to listen, speak up and work with others to make things better.

This year, we want Welfare Reps to be active members of the Students' Union community. The more we stay connected, the more impact we can have together.

**Key things**

- Be a voice for your community
- Build relationships with students
- Work with other Reps and Officers
- Help create positive change

# GETTING TO KNOW THE ROLE




## BEING PART OF A COMMUNITY

Every student experiences university differently. Some students face barriers that others may never see, whether that's linked to identity, culture, disability, faith, caring responsibilities, finance or other aspects of their experience.

As a Welfare Rep, you help ensure those perspectives are part of conversations and decisions. By sharing student experiences and highlighting issues, you help make the Students' Union and University more inclusive and representative.

**Why the role matters**

- Bring forward student experiences
- Highlight barriers to participation
- Improve inclusion and belonging
- Help shape SU priorities

# GETTING TO KNOW THE ROLE



## A PART OF THE TEAM

One thing we want you to know from day one is that you are not doing this alone. The Students' Union has Officers and staff who are here to support you throughout the year.

We want to hear from you regularly. Whether you have an idea, a concern, a question or simply want to talk something through, we'd much rather hear from you early than not at all.

**How we support you**

- Regular catch-ups and meetings
- Support with ideas and campaigns
- Advice when challenges arise
- Help connecting with students

# GETTING TO KNOW THE ROLE



## WHAT A GREAT REP LOOKS LIKE

The most effective Welfare Reps aren't necessarily the loudest people in the room. They're often the people who build strong relationships, stay engaged and consistently listen to what students are saying.

Success isn't measured by how many problems you solve alone. It's measured by whether students feel heard and whether you're helping move conversations forward.

**Great reps**

- Stay connected to students
- Attend meetings regularly
- Share ideas and concerns
- Work collaboratively

# BECOMING AN ADVOCATE




## LISTENING IS A SUPERPOWER

Good representation starts with listening. Before we can improve things, we need to understand what students are experiencing and what matters most to them.

Not every conversation needs to be formal. Some of the most useful feedback comes from everyday chats, attending events or simply being visible within your community.

**Listen by**

- Having regular conversations
- Asking open questions
- Looking for common themes
- Keeping students informed

# BECOMING AN ADVOCATE



## TURNING FEEDBACK INTO ACTION

Students often see a problem but don't know where to take it. That's where Welfare Reps can make a difference.

Many improvements begin with someone noticing an issue, raising it and continuing to champion it. Your job is not to solve everything, but to help concerns reach the right people.

**Change often starts with**

- Identifying an issue
- Gathering student views
- Raising concerns with the SU
- Following up on actions

# BECOMING AN ADVOCATE



## ADVOCACY IN ACTION

Advocacy is about helping people have their voices heard. Sometimes that means speaking on behalf of students and sometimes it means helping them speak for themselves.

Effective advocacy is respectful, evidence-based and focused on improving outcomes rather than winning arguments.

**Good advocates**

- Focus on student experiences
- Use evidence and examples
- Stay constructive
- Encourage others to contribute

# BECOMING AN ADVOCATE



## BUILDING TRUST

Students are more likely to approach you when they believe you genuinely care about their experiences. Trust is built through consistency, honesty and respect.

You don't need to have all the answers. Often students simply appreciate somebody taking the time to listen and point them in the right direction.

**Build trust by**

- Being approachable
- Following up on conversations
- Respecting confidentiality
- Being honest and reliable

# WORKING WITH OTHERS



## STAYING ACTIVE

The biggest difference between active and inactive Reps is connection. The more connected you stay, the more opportunities you'll have to create positive change.

We want Welfare Reps to be visible throughout the year rather than only appearing for meetings or training sessions.

**Stay connected by**

- Attending Sub Council
- Speaking to students regularly
- Joining SU activities
- Keeping in touch with us

# WORKING WITH OTHERS




## WE WANT TO HEAR FROM YOU

We don't just want to hear about problems. We want to hear ideas, opportunities, successes and things students are excited about as well.

Regular communication helps us respond quickly, support you effectively and understand what is happening across different student communities.

**Contact us when**

- Students raise concerns
- You have campaign ideas
- You need support
- Something is working well

# WORKING WITH OTHERS



## HAVING REGULAR 1:1'S

Throughout the year we'll offer opportunities for Welfare Reps to meet with Officers and staff. These conversations help us understand your community and help you get the most out of your role.

Think of these meetings as support sessions rather than reports. They're a chance to reflect, ask questions and plan what happens next.

**Catch-ups help you**

- Get advice and support
- Share student feedback
- Develop ideas
- Build stronger relationships

# WORKING WITH OTHERS



## WORKING WITH OTHER REPS

Many issues affect multiple communities. By working together, Welfare Reps can share ideas, identify common concerns and support wider initiatives.

Being part of a network also means you'll have people who understand the challenges and opportunities that come with the role.

**Working together means**

- Sharing experiences
- Supporting one another
- Running joint activities
- Learning from others

# STUDENT COUNCIL








## ACTIVITIES & OPPORTUNITIES COUNCIL



## EDUCATION & COMMUNITY COUNCIL

## WELFARE & DIVERSITY COUNCIL



## CLUB, SOCIETY AND EVENTS FEEDBACK



## ACADEMIC & COURSE RELATED FEEDBACK



## UNDER-REPRESENTED GROUPS FEEDBACK


THANK
YOU!