



ResLife Coordinator

Recruitment Pack

SUBU
Students' Union
Bournemouth University

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Our Mission

**To make
students
happier**

Our Vision

**Bournemouth
University
students
to be the
happiest in
the country**



Welcome

Introduction from the CEO

Thank you for your interest in joining our team at The Students' Union at Bournemouth University (or SUBU for short). I am always excited to welcome new colleagues to our committed and talented team who work every day to create positive experiences for BU students.

SUBU is dedicated to enriching the lives of Bournemouth University students, whether that is through clubs and societies, putting on events in our venues or by supporting students with our Advice Service. We exist to further the interests of students at Bournemouth University, and everyone in our team contributes to that.

At SUBU, you'll find people who are passionate about their work, and believe in our values of Supportive, Progressive, Integrity, Collaborative, and Equity.

We want you to help us achieve our strategic goals. If you think you have the right skill set, a positive attitude and feel that you can be a great addition to our team, we would love to hear from you.

In return we'll give you a dynamic and fun working environment, where two days are rarely the same. You'll work in a friendly and ambitious team to create a real difference in the lives of our members.

At SUBU we want the right person for the role, so we recruit people, not CVs. If you are not sure if you have what is required in the person specification, but think you are a good fit for our organisation then we strongly encourage you to go for it!

I look forward to your application, and hope to see you soon.



Andy Squire
Chief Executive Officer

Why work for SUBU?

At SUBU our team have collaborated to create an environment that offers support and progression. We offer flexible working conditions in a can do and positive environment, prioritising a work life balance.

As well as supporting students and having a positive impact on their time at Bournemouth University, you will be able to enjoy all of the staff benefits below;

Holiday entitlement



- 28 days for all full-time staff (pro rata for part time staff)
- Plus two week closure over Christmas and two additional days off around the August bank holiday weekend.
- Extra day off on your birthday

Training and Development



- Personal development fund available.
- Work related professional development opportunities.

Health & wellbeing



- 35 hour working week to support work life balance.
- Employee Assistance Programme.
- Discounted on site gym access + free annual wellbeing review (including exercise, nutrition and massage).
- Cash plan to recover glasses and contact lenses cost.
- Cycle to work scheme.

Other



- Salary sacrifice pension.
- Healthcare plan with 24hr access to GP.
- Day off to volunteer at a registered charity.
- Sick pay benefits.
- Significant discounts on high-street brands.
- Enhanced maternity and paternity leave.
- Free venue entry to 'The Old Fire Station'.
- One-off gender expression fund.

Our Values



Supportive: We've got your back

- We stand with students through high and low - never alone, always supported.
- We show empathy and compassion.
- We understand and respond to what people need.



Progressive: Pushing for better

- We're bold, innovative, and always push for change that makes student life better.
- We pursue growth and learning to stay ahead of the curve.
- We actively seek, use, and respond to feedback.



Integrity: Doing what's right

- No shady stuff - we'll do what's right even when it's hard.
- We are authentic; our actions and words align.
- We are open and honest.
- We are accountable.



Collaborative: Stronger together

- 16,000 voices, one community - we make things happen shoulder to shoulder.
- We work together and have fun together.



Equity: Embracing individuality

- Everyone matters, everyone's included, everyone gets their shot.
- We listen, embrace differences and work for a level playing field.
- We are proactive and focus on the process - not just the end result.
- We advocate and lobby on behalf of those who need it.

Our Enablers



Governance:

- We are complex organisation: led by students, but also a registered charity and employer.
- Our governing documents need to be robust, but able to adapt to keep us effective, legal & responsible.
- We will ensure we do things in a transparent way so students know how they can affect change.



Relationships:

- Building and maintaining strong relationships is vital to our continued success.
- Communication and staying true to our word makes us a trusted partner



Relevance:

- It's in our name: we are a union of students, so all our members should feel the things we do are relevant to them.
- A deep understanding of our member's lives, excellent student leadership and clear communication about our work and successes will ensure we remain relevant to our members.



Finance:

- For SUBU to continue to serve students, it is vital that we are financially responsible.
- We also seek to improve and diversify our income to invest more in our work for students.
- Our fundraising activities are targeted, profitable and efficient.



People and Culture:

- SUBU benefits from the talented and driven people who work here, both permanent staff and students.
- We will attract and retain great people by offering a rewarding place of work with a supportive and collaborative culture.

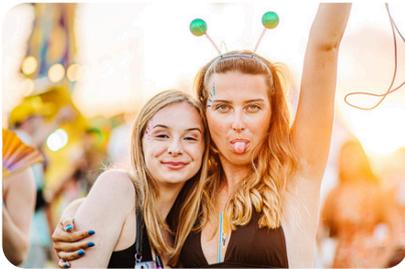


Brand Affinity:

- Delivering amazing support, activities and opportunities to students is not enough.
- We must create a relationship with every member that promotes a positive emotional connection with us through common beliefs and priorities.

Our Strategic Goals

To reach our vision we will focus on four strategic goals.



1. Togetherness

Every student will have regular social contact and build meaningful connections at university.



2. Purpose

Every student will have the opportunity to explore their passion and purpose, building independence, employability, and confidence.



3. Wellbeing

All students will thrive at university, knowing how to access support and navigate challenges with resilience.



4. Identity

Students will feel they can be themselves at university and identify with SUBU as their students' union.

BEST

STUDENTS' UNION



SOUTH WEST

WHATUNI?
STUDENT
CHOICE
Awards
2025

WINNER
STUDENTS' UNION
SOUTH WEST ENGLAND

WHATUNI?
STUDENT
CHOICE
Awards
2025

TOP 25
STUDENTS' UNION

SUBU has been voted

**BEST STUDENTS' UNION
IN THE SOUTH WEST**

UK TOP 25 STUDENTS' UNION

**Two years in a row!
2024 - 2025**

What we want by 2028/2029

90%

of BU students who say they are generally happy at university

90%

of students rate SUBU and Student Life as 'Good' to 'Excellent' (WhatUni - UK Top 10)

80%

of students satisfied with SUBU's representation of their academic interests (NSS - UK Top 25)

90%

of students aware of, and engage with, what SUBU offers (services, spaces, events)

50%

of students mention SUBU as a decisive factor when choosing Bournemouth University

20%

of students who engage with SUBU are more likely to continue/complete their degree

95%

of courses and major demographic groups actively represented by Student Reps

25%

of student members vote in SUBU's Officer Elections

90%

of students are happier and more confident after using SUBU's services

The Recruitment Process

We welcome all applications and encourage candidates to apply regardless as to whether they feel they meet all criteria set out in the person specification.

At SUBU we tackle imposter syndrome by focusing on what people can do and the value they could bring to our organisation.

Stage 1: Advertisement and application submission

Here you will find the link to our online recruitment portal, where you can create a login and start your application. Your application form can be completed in stages, saving your progress as you complete the form, for you then to log in at a later date to continue.

Stage 2: Shortlisting

Once you have completed, checked, and submitted your application, you will receive a confirmation email.

We will begin the shortlisting process shortly after the closing date. If you are chosen for interview, you will receive an email asking you to confirm your salary expectations. If this aligns with our policy, you will be invited to interview.

If you are unsuccessful at the shortlisting stage, you will be notified by email.

Stage 3: Interview

You will be provided with the selection format and question themes in advance of your interview date and time, allowing you to prepare in a considered and structured way.

Our interview panel will consist of the hiring manager and usually two additional members of staff. The names of the panel members will be shared with you prior to the interview.

The interview will be friendly and supportive, and you will have the opportunity to ask questions.

Stage 4: Post-interview

If you are successful following your interview, the hiring manager will work with you to agree on a start date and plan your induction. This will include support with any questions, system setup requirements, and any adjustments you may need to work effectively.

If you are unsuccessful, we will contact you by email and offer feedback, which can be provided either by email or via a phone call.

What the team say

Tammy Bowie

Student Opportunities Manager
Joined SUBU in 2023

"I love working in an environment where no two days are the same. One day we could be delivering training for 100 people, and the next I may be supporting students one-to-one."



Justyna King

Junior Advice Caseworker
Joined SUBU in 2022

"The organisation is progressive, attentive, and allows you to be the best version of yourself."



Andy Elsey

External Partnerships Manager
Joined SUBU in 2014

"I really appreciate the flexibility of the role around family life, particularly being able to manage childcare and school commitments."



Meet the hiring manager

MIRA KOSEVA

Director of Membership Services

Hi, I'm Mira Koseva, Director of Membership Services at SUBU.

I lead a range of ambitious, student facing teams including Student Opportunities (Clubs, Societies and Volunteering), Student Voice, SUBU Advice, and Democracy and Campaigns. My role brings me close to the heart of the student experience, working in partnership with our student executive team and co-leading the development and delivery of our new student happiness strategy.

I'm passionate about student insight and the powerful intersection between academic life and wider student experience. I believe in creating the conditions for students to feel they belong, to find their people and purpose, and to thrive as part of a vibrant, fulfilling university community.

Through innovative approaches, our teams have delivered record levels of student engagement. Now, we're excited to bring that same energy, creativity and commitment into the development of a new, student-inspired ResLife programme.



For an informal chat about this role please email mkoseva@bournemouth.ac.uk to set up a call.

About the role

ResLife Coordinator

The ResLife Coordinator plays a key role in delivering the ResLife programme, supporting the creation of lively, friendly, and supportive residential communities across Bournemouth University-run and partner accommodation.

Apply online via subu.org.uk/Jobs

Job Title:	ResLife Coordinator
Hours:	35 hours per week with flexible working arrangements. Evening or weekend work will be required, with hours adjusted within the working week.
Salary starting from:	£23,500.00 (Salary Band D1) In line with SUBU's pay framework, new employees are appointed at the lower end of the salary band.
Responsible to:	ResLife Programme Manager
Responsible for:	N/A
Place of work:	Various locations across Bournemouth University and halls of residence linked to Bournemouth University.

Purpose of role

The role supports the core day-to-day operations, and the delivery of a programme of social, community-building, and skills-based activities designed to enhance student connection, engagement, and skills development with primary focus on the delivery of a comprehensive calendar of activities and events across the student halls of residence. The ResLife Coordinator is involved in all areas of the programme – from planning, promotion and running of events, to procurement or resources and management of finances as well as providing administrative support.

The role will enrich the student experience, reach and engage diverse student groups, encourage involvement and participation and motivate students to meet new people, forming positive relationships during their time at university. They will be required to deliver these aims within an agreed budget, ensuring the program influences and impacts on all students living in the University's student accommodation.

Key Tasks

Programme Delivery

- Work closely with the ResLife Programme Manager, ResLife Assistants, accommodation teams, and other stakeholders to deliver ResLife activities and events.
- Attend and support activities to ensure high-quality delivery and a positive student experience.
- Provide guidance and support to ResLife Assistants during events and activities to ensure objectives are met.

Student Engagement and Community Building

- Actively engage with students living in accommodation, creating a welcoming and inclusive environment.
- Encourage participation and involvement in ResLife activities, supporting students to form friendships and connections.
- Display positive and professional behaviours while proactively socialising and networking with students.
- Identify behaviour or welfare concerns within the residential community and report relevant information to the University and/or accommodation teams in line with agreed procedures.

Welcome and Signposting

- Support student arrivals during key arrival weekends, contributing to a welcoming environment through meet-and-greet activity.
- Promote the ResLife programme and signpost students to SUBU/ BU services and social media channels.
- Deliver introductory and welcome meetings within allocated accommodation blocks to explain the ResLife programme and opportunities for involvement.

Promotion and Marketing

- Work with SUBU's Communications Team to promote and market ResLife activities and events through appropriate channels, including social media, noticeboards, and word of mouth.
- Support marketing and promotional campaigns to maximise awareness and participation in the programme.

Monitoring and Reporting

- Attend regular meetings to review programme delivery, team objectives, and performance.
- Contribute to discussions to support consistency of practice and knowledge sharing across accommodation sites.
- Provide feedback and insight from delivery activity to inform programme development.

Financial Responsibility

- Support the delivery of ResLife activities within agreed budgetary limits.
- Ensure resources are used effectively and responsibly during events and activities.

Health and Safety

- Ensure ResLife activity is delivered safely and in line with health and safety policies and procedures.
- Complete and submit risk assessments for all events and activities prior to delivery.
- Ensure agreed control measures are followed and shared with relevant stakeholders.

General for all staff

- Key Union Events Duties: proactively to assist with the organisation and administration of the larger Union events such as Fresher's, Summer Ball And Elections.
- Adopt and endorse the organisation's Vision and Values and all SUBU's policies and procedures, across all aspects of the role.
- Participate in training, meetings or conferences considered relevant to their job with agreed Personal Development plan
- Adhere to all relevant legislative frameworks.
- SUBU is committed to promoting, educating, and taking direct action on environmental sustainability. All SUBU employees are expected to integrate environmental sustainability values and action into their role where feasible.
- To undertake any other task that is deemed reasonable within your skill set

Person Specification

- Significant experience leading student-facing services, programmes, or communities.
- Proven leadership and people management experience and skills, staff development and performance management.
- Strong understanding of student wellbeing, inclusion, and engagement in a higher education context.
- Demonstrable understanding of issues experienced by students (e.g. general life-skills, budgeting, mental health, drugs, alcohol and healthy versus unhealthy lifestyles) as well as other challenges currently facing students in Higher Education.
- Excellent communication, stakeholder management and partnership-working skills.
- Ability to balance strategic thinking with hands-on operational delivery.
- Experience in financial and budget management.
- High levels of resilience, self-motivation, and emotional intelligence.
- Ability to manage multiple priorities and deliver complex projects.
- Ability to innovate, to recognise challenges, analyse problems and apply effective solutions.
- Clean drivers licence, active driver
- DBS check will be required

Additional Information

Please note that this role will be required to work in rotation on Christmas Day every three years, with other permanent members of staff on the ResLife team. This is to deliver services for those students who remain in halls.

We expect this day's work to be for a duration of up to 4 hours. Colleagues working this day will receive an additional premium of £500.

Pay Bands

Band bases are usually increased annually at the same or below that year's Cost Of Living Adjustment, to permit length of service progression within the band. Bases may also increase based upon ongoing market rate research and Hays reviews.

The split in each band, shown as darker and lighter blue (e.g B1 or B2) provide a higher starting point for some non-standard or specialist roles. All roles within a complete band (e.g B1 & B2 combined) have the same maximum so roles all progress up to the same limit.

Adjacent bands may share a partial salary crossover to allow for varied experience, skills & knowledge levels to be recruited and rewarded.

Bands D & E have identical bases as this is the amount SUBU will never pay less than, as reviewed annually through the Board of Trustees. Maximums for each band do differ however, to allow further progression within higher bands.

In line with SUBU's pay framework, new employees are appointed at the lower end of the salary band.

↑ A1	Band A Max	£65,000	↑ A2
	A2 Base	£60,000	
	A1 Base	£48,800	
↑ B1	Band B Max	£43,500	↑ B2
	B2 Base	£41,000	
	B1 Base	£34,000	
↑ C1	Band C Max	£36,000	↑ C2
	C2 Base	£31,000	
	C1 Base	£26,500	
↑ D1	Band D Max	£28,500	↑ D2
	D2 Base	£25,500	
	D1 Base	£23,500	
↑ E1	Band E Max	£26,000	↑ E2
	E2 Base	£25,000	
	E1 Base	£23,500	



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