



ResLife Programme Manager

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.

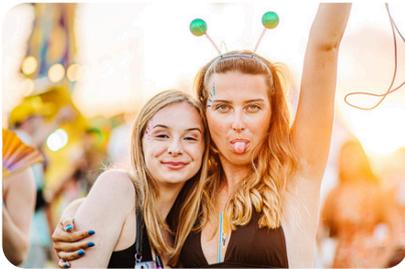


Brand Affinity:

- 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



WINNER
STUDENTS' UNION
SOUTH WEST ENGLAND



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 Programme Manager

The ResLife Programme Manager leads the operational management and delivery of the ResLife programme across Bournemouth University-run and partner accommodation.

Working closely with the Head of ResLife, the Programme Manager supports the delivery of departmental objectives aligned with SUBU's strategy.

Apply online via subu.org.uk/Jobs

Job Title:	ResLife Programme Manager
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:	£26,500.00 (Salary Band C1) In line with SUBU's pay framework, new employees are appointed at the lower end of the salary band.
Responsible to:	Head of ResLife
Responsible for:	ResLife Programme Coordinator, ResLife Assistants (x9)
Place of work:	Various locations across Bournemouth University and halls of residence linked to Bournemouth University.

Purpose of role

The role is responsible for ensuring the effective planning, coordination, and delivery of social, community-building, and skills-based activities that support students to form friendships, develop support networks, and build the confidence and resilience required for a successful transition into university life and independent living.

The postholder directly manages the operational staff team, ensuring a high-quality, consistent, and inclusive service that responds to the needs of residents. The role continually reviews and evolves delivery based on feedback, insight, trends, and performance data.

Working closely with the Head of ResLife, the Programme Manager supports the delivery of departmental objectives aligned with SUBU's strategy, ensuring these are clearly communicated to staff and embedded into operational planning and day-to-day delivery.

Key Tasks

Programme Delivery and Student Engagement

- Oversee the creation, coordination, and delivery of an annual calendar of ResLife events and activities within halls of residence.
- Ensure activities support the objectives of social connection, community development, and skills development.
- Ensure alignment between ResLife activity and relevant SUBU and Bournemouth University programmes.
- Regularly review activity aims, delivery, and impact to ensure they remain relevant and effective.

Operational Management

- Manage the day-to-day operation of the ResLife programme across all accommodation sites.
- Ensure all activities are planned and delivered in close collaboration with accommodation management teams and relevant SUBU departments.
- Attend and organise events and activities to support delivery, monitor quality, and identify opportunities for improvement.

Line Management

- Line manage the ResLife Coordinator and engage with the ResLife Assistants to support and manage the daily operation.
- Support recruitment, induction, training, and ongoing development of the ResLife team.
- Set clear objectives, monitor performance, and foster a positive, inclusive, and student-focused team culture.

Partnerships and Stakeholder Engagement

- Maintain strong operational relationships and effective communication with students, accommodation providers, Bournemouth University teams, SUBU colleagues, and local community partners.
- Organise and hold ResLife review meetings, at least monthly, with the local accommodation management teams to provide updates on progress, review the effectiveness of current and future activities and agree changes and/or new initiatives.
- Act as a key operational contact for stakeholders relating to ResLife delivery.

Promotion and Communications

- Work closely with SUBU's Communications Team to promote the ResLife programme through appropriate channels.
- Support the creation of engaging student-focused content, including social media and promotional materials.

Data, Insight and Reporting

- Collect, manage, and analyse student data, surveys, and engagement metrics related to ResLife activity in line with agreed parameters between SUBU and Bournemouth University.
- Produce regular reports and actionable insights on programme performance, effectiveness and impact for presentation to the Head of ResLife and other stakeholders.

Financial Management

- Manage the ResLife programme budget, monitoring income and expenditure to ensure agreed targets are met.
- Ensure resources are used effectively and provide value for money in line with SUBU's strategic priorities.
- Flag risks or variances to the Head of ResLife as appropriate.

Compliance, Health and Safety

- Ensure ResLife activity operates within relevant legislative and regulatory requirements, including data protection (UK GDPR and DPA).
- Manage health and safety processes related to the ResLife programme, ensuring risk assessments are completed, guidance is followed, and staff are appropriately trained.
- Maintain accurate records and information systems relevant to the service.

Administration and Organisation

- Organise meetings, coordinate information gathering, and ensure accurate operational records are maintained.
- Provide regular updates to the Head of ResLife on operational performance, risks, and emerging issues.
- Undertake administrative responsibilities, including email and diary management.

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

- Experience managing or coordinating student-facing programmes or services.
- Good people management skills, including setting, monitoring, and reviewing objectives.
- Ability to manage a large and varied programme of events with multiple stakeholder expectations.
- Knowledge of issues experienced by students, including life skills development, budgeting, mental health, drugs and alcohol, and healthy versus unhealthy lifestyles.
- Experience of working with a range of stakeholders and partners.
- Financial and budget management experience.
- Strong organisational and time management skills.
- Experience of collating data and providing clear, actionable information to senior staff.
- Understanding of confidentiality and data protection requirements.
- High levels of diligence, thoroughness, and attention to detail.
- Resilience and the ability to self-motivate.
- 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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