



# ResLifeBU Assistant

## 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**

# 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.

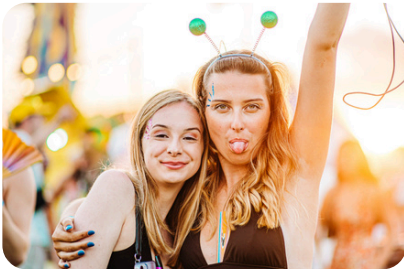


## Brand Affinity:

- 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: Apply

You can apply through our online recruitment portal. You'll be able to create an account, complete your application in stages, and save your progress before submitting.

## Stage 2: Application Review

After the closing date, we will review all applications. You will receive a confirmation email once your application has been submitted.

If you are shortlisted, we will contact you by email to invite you to an interview, including the date and time.

If you are not shortlisted, we will let you know by email.

## Stage 3: Interview

If invited to interview, you will meet with the hiring manager and members of the team.

We will share details in advance so you know what to expect.

The interview is designed to be supportive and give you the opportunity to talk about your skills, as well as ask any questions.

## Stage 4: Outcome

After your interview, we will contact you with the outcome.

If successful, we will agree next steps with you, including your start date and onboarding.

If unsuccessful, we will let you know and can offer feedback to support your future applications.

# 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

Gillian Lewis  
Programme Manager

Hi, I'm Gillian Lewis, the Programme Manager for the ReslifeBU Department at SUBU.

I oversee a programme of fun, engaging events and activities for students living in halls of residence at Bournemouth University. I work closely with the ReslifeBU Programme Coordinator and recruit and train a team of student ReslifeBU Coordinators to deliver an action-packed programme of events throughout the academic year.

I'm passionate about helping students settle into university life, feel at home from the moment they arrive, and make the most of their student experience. I love working with a lively and enthusiastic team that puts students at the heart of everything they do. My goal is to help students feel a sense of belonging, find their people and purpose, and thrive as part of a vibrant and supportive university community.

I have worked at SUBU for 14 years and have helped deliver record levels of student engagement. I'm excited to continue bringing energy, creativity, and fun to the ReslifeBU Programme, ensuring students have memorable experiences and opportunities to connect throughout their time at university.



For an informal chat about this role please email [glewis@bournemouth.ac.uk](mailto:glewis@bournemouth.ac.uk) to set up a call.

# About the role

## ResLifeBU Assistant

The ResLifeBU Assistant supports the delivery of a lively, friendly, and supportive residential community within Bournemouth University halls of residence through the ResLifeBU programme.

Apply online via [subu.org.uk/Jobs](https://subu.org.uk/Jobs)

Job Title:	<b>ResLifeBU Assistant</b>
Hours:	Part time, approximately 6 - 8 hours per week, term time only (36 weeks). The role will include evening, weekend, and bank holiday working.
Salary starting from:	<b>£ 10.85 to £12.71</b> per hour
Responsible to:	<b>ResLifeBU Programme Manager</b>
Responsible for:	<b>N/A</b>
Place of work:	<b>Bournemouth University Halls of Residence</b>

### Purpose of role

The role contributes to the delivery of activities and events that enhance the student experience, encourage participation, and support the development of social connections and life skills.

ResLifeBU Assistants actively engage with students living in their designated halls, helping to create inclusive, welcoming communities and supporting students in their transition to university life.

By fostering a positive atmosphere and encouraging involvement, the role supports student wellbeing, connection, and belonging, particularly for students who may be at risk of social isolation.

## **Key Tasks**

### **Programme Delivery and Engagement**

- Support the delivery of a programme of social and community-building activities for students living in university accommodation.
- Work collaboratively with SUBU staff, accommodation teams, and other relevant university stakeholders to encourage participation and engagement.
- Attend and support events and activities to ensure a positive and welcoming student experience.

### **Social media and Promotion**

- Promote ResLifeBU activities and events through a range of methods, including social and print media, noticeboards, word of mouth.
- With an interest in social media, contribute to the creation of content on relevant social media platforms.

### **Community Building**

- Proactively engage with students within the residential community, encouraging positive relationships between neighbours.
- Support students to connect with one another and participate in activities that build friendships and social networks.
- Role model positive behaviour and promote respectful community standards within the accommodation.

### **Welcome and Signposting**

- Support student arrivals during arrivals weekends in collaboration with accommodation providers.
- Assist with welcoming new residents, sharing information about the ResLifeBU programme, and signposting students to relevant communication platforms and SUBU services.

### **Monitoring, Reporting and Compliance**

- Attend meetings with the line manager other ResLifeBU Assistants to support consistency of practice and information sharing.
- Complete required paperwork and record-keeping to ensure key data and activity information is logged accurately.
- Report accidents, incidents, or concerns in line with agreed Health and Safety procedures.

### **Student Welfare and Safeguarding**

- Act as a visible and approachable presence within the halls.
- Raise student welfare concerns with appropriate teams, including Student Services and accommodation providers, in line with guidance and boundaries of the role.
- Identify and escalate behaviour or disciplinary concerns to halls management where necessary.

### **Training and Development**

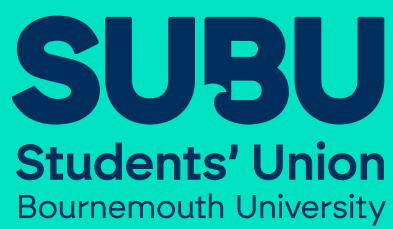
- Attend mandatory training sessions to understand the ResLifeBU programme, role responsibilities, health and safety requirements, and designated accommodation context.
- Engage positively with ongoing development and feedback

### **Person Specification**

- Current full-time undergraduate or postgraduate student at Bournemouth University.
- Understanding of issues, especially those related to communal living.
- Experience supporting and running events, activities, or initiatives
- Knowledge of health and safety requirements including risk assessments when arranging or managing events, social or educational activities.
- Experience of living in university managed accommodation for at least one year.
- Experience of working in a pastoral or similar role with students/young people.
- Experience and knowledge of SUBU and Bournemouth University.
- Excellent communication and interpersonal skills, including the ability to persuade, motivate and organise others.
- Mature outlook, reliable and flexible
- DBS check will be required (SUBU will cover the costs)

### **Accommodation Requirement**

- The ResLifeBU Assistants are required to live in BU's halls of residence to effectively perform the role



[subu.org.uk](http://subu.org.uk)