



Advice Caseworker

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.

TOP 5 STUDENTS' UNION IN THE UK



***SUBU has been voted
Best Students' Union in the South West UK
three years in a row***

And no.4 in the UK overall

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

Chloe Lockett

Advice Manager

Chloe Lockett leads the Advice team at SUBU, helping students navigate the challenges that can arise during university life. Whether it's academic issues, housing concerns, financial worries or personal circumstances, the team is there to make sure students feel supported and know they don't have to face things alone.

Chloe values kindness, teamwork and a healthy dose of common sense. She believes the best support comes from listening, being approachable and working together to find practical solutions. She is committed to creating a team culture where people feel trusted, supported and encouraged to learn and develop.

Joining the team means becoming part of a service that genuinely makes a difference to students every day, while working alongside colleagues who care deeply about the work they do and the people they support.



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

About the role

ADVICE CASEWORKER

This position entails offering advice and support on an individual basis through email, phone, or in-person meetings. You will maintain thorough records of all student interactions by effectively utilizing the case management system. Additionally, you will collaborate with other departments within SUBU to design, implement, and execute campaigns and events aimed at raising awareness of the current issues impacting BU students.

Apply online via subu.org.uk/Jobs

Job Title:	ADVICE WORKER
Hours:	Full Time, 35 hours a week
Salary starting from:	£25,500.00 (Salary Band D2) In line with SUBU's pay framework, new employees are appointed at the lower end of the salary band.
Responsible to:	Advice Manager
Responsible for:	N/A
Place of work:	The Student Centre, Talbot Campus

Purpose of role

To provide accurate and comprehensive advice, guidance, and representation to Bournemouth University Students on a range of issues including academic, housing and financial matters in accordance with BU and SUBU policies and relevant legislation. And supporting students through personal circumstances such as suicide, sexual misconduct, abuse, harassment, violence, racism and discrimination. To maintain an excellent level of understanding of BU's policies and procedures to ensure high quality advice and support is given to students. This role also supports students to prepare for and attend formal meetings relating to the continuance of students' academic studies, for example Academic Offence Panels and Fitness to Practice Panels. We aim to empower students by advising them and giving them the information to make informed decisions. The post holder will maintain an excellent level of understanding of BU's policies and procedures to ensure high quality advice and support is given to students.

Key Tasks

- Advice and Guidance Duties: directly helping clients as a key objective, providing accurate advice, support and signposting or referrals as appropriate. Supporting students to prepare for and attend various BU panels. Maintain knowledge and understanding of policies, issues and legislation relating to advice for clients. Staff must have access to relevant legal material and keep up to date with the law in adherence with the Advice Quality Standard.
- Support/Mentoring Duties: Work as part of a team, support other team members when they require case support to ensure the best outcomes for the students. Supporting students to prepare for and attend various meetings & panels.
- Advocacy: attending Academic Offence Panels, Fitness to Practice Panels, University Panels, Support to Study meetings with the student, monitoring and challenging the panel where the meeting or process has not followed procedure as defined by policy, and to advocate for the student in the meeting where required. Also attending additional meetings with students where additional support and guidance is required.
- Welfare support: assisting students when in crisis, using professional judgement and policies/ procedures to inform the approach taken with each individual, which may involve creating a crisis plan.
- Administration Duties: Maintain clear, timely and accurate case records.
- Communication Duties: between clients, team, SUBU staff and Officers, University staff, other external contacts and use of social media.
- Organisational Duties: organising client meetings, prompting staff and students for input into various matters, supporting the day-to-day operational function of the department. Manage and prioritise own case load, effectively managing time and systems to record cases, monitor deadlines, carry out research and respond to clients with the information they require within an appropriate timeframe.
- Data Duties: maintain and manage various client record and information systems.
- Compliance Duties: Supporting the delivery of operational plans, policy, and departmental objectives, ensuring that services operate within their legislative responsibilities Maintain confidentiality in line with the SUBU Advice policy, and principals of the Advice Quality Standard framework.
- Reviewing & Evaluation Duties: participate in SUBU strategic planning and development sessions, ensuring all areas of engagement to reflect SUBU.
- Networking Duties: Develop and maintain effective working relationships Maintain strong relationships and partnerships with the University, Wellbeing organisations, Local organisation, and other relevant organisations such as Advice UK, Citizens Advice Bureau, Shelter.
- Key Union Events Duties: Supporting SUBU when asked to assist with the organisation and administration of the larger Union events such as Freshers, Summer Ball, Open Days May require weekend working during peak union events.
- Professional Development - Attend regular training to develop knowledge, skills and expertise.

General for all staff

- Key Union events duties: proactively to assist with the organisation and administration of Union events such as Fresher's Fair and the Summer Ball.
- Staff must always adopt and endorse the company's strategy and values as well as all supporting policies, across all aspects of the role.
- Participate in training, meetings or conferences considered relevant to their job with agreed Personal Development plan.
- Carry out your duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook.
- Abide by the Organisation's policies and procedures.
- Adhere to all health and safety legislation.
- 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

- Excellent communication and listening skills.
- Ability to contribute to a positive team working culture and motivate others especially in times of high demand and critical delivery.
- Experience of providing advice and representation in one or more of the areas covered by the Students' Union's Advice Service, including using a Customer Relationship Management (CRM) system.
- Flexible; responsive to changing demands.
- Excellent attention to detail & ability to provide accurate information.
- Professionalism and discretion.
- Balanced judgement when considering courses of action.
- Understanding of diplomacy and neutrality.
- Positive attitude towards problem-solving.
- Awareness of the issues involved in working in a confidential environment and of the need to maintain professional boundaries and use appropriate referrals in advice work.
- Resilient temperament with the ability to hold sensitive and difficult conversations with people in a distressed or acutely affected state.
- Patience and empathy.
- Commitment to excellent customer service.
- Knowledge of the application of the Advice Quality Standards.

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.

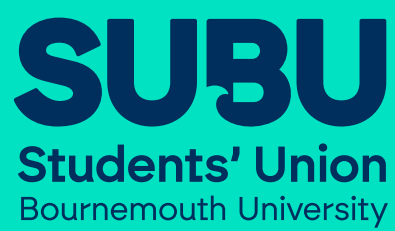
The split in each band, shown as darker and lighter blue (e.g B1 or B2) provide a higher starting point for some non-standard or specialist roles. All roles within a complete band (e.g B1 & B2 combined) have the same maximum so roles all progress up to the same limit.

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	£66,300	A2
	A2 Base	£60,000	
	A1 Base	£48,800	
B1	Band B Max	£44,370	B2
	B2 Base	£41,000	
	B1 Base	£34,000	
C1	Band C Max	£36,720	C2
	C2 Base	£31,000	
	C1 Base	£26,500	
D1	Band D Max	£29,070	D2
	D2 Base	£25,500	
	D1 Base	£25,000	
E1	Band E Max	£26,520	E2
	E2 Base	£25,000	
	E1 Base	£23,500	



subu.org.uk