



Student Voice Coordinator

Recruitment Pack - 2026

SUBU
Students' Union
Bournemouth University

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Our Mission

To be dedicated in working for students' interests, with brilliant people and services

Our Vision

For every student to believe we supercharge their life - at BU and beyond

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 define our values so that we live by these and work in 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 Christmas week closure and 2 additional days off around August bank holiday.
- Extra day off on your Birthday.

Training and Development



- Personal Development fund available.
- Work related professional development opportunities.
- Access to executive coach for work related support/guidance.

Health & wellbeing



- 35 hour working week to support work life balance.
- Employee Assistance Programme service.
- Discounted on site gym access + Free annual Wellbeing Review (including exercise, nutrition & massage).
- Cash plan to recover glasses cost and free eye tests.
- 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'

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.

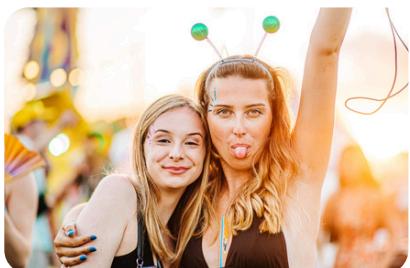


Equity: Embracing individuality

- 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 Strategic Goals and Objectives

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 uni and identify with SUBU as their students' union.

The Recruitment Process

We welcome all applications and encourage all candidates to apply regardless as to whether they feel they meet all the 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.

All vacancies at SUBU are advertised on our website at subu.org.uk/Jobs

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.

Once you have completed, checked and submitted your application, you will be sent a confirmation email. We will start our shortlisting process shortly after the closing date for each job. If you are successfully shortlisted to the interview stage you will be sent an email with the available interview times for you to choose the most convenient for you. If you are unsuccessful at the shortlisting stage you will be notified by email.

At the point of the invitation to interview you will be given the format and interview questions ahead of your selected time/date to allow you to prepare in a considered and measured approach. Our panel will be made up of the hiring manager, a sabbatical officer, and one other member of staff, all of whom will be named for you prior to your interview.

The interview will be friendly and you will be invited to ask questions. Before you meet the panel, you will be taken on a brief tour of the relevant offices and buildings to give you a sense of the environment that you would be working in.

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

If you are unsuccessful, we will contact/inform you in your preferred manner of which we will have asked you prior to interview, plus feedback so you know how the decision was made.

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 on a one to one basis."



Justyna King

SUBU Triage Coordinator
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 like the flexibility of the job around family life. Being able to be flexible around childcare and school is great."



About the role

Student Voice Coordinator

The Student Voice Coordinator plays a central role in ensuring student voices are heard and shape decision making, policy, and service provision across Bournemouth University and the Students' Union.

Working collaboratively with colleagues across SUBU and BU, the role delivers student driven projects and feedback activities, acting as a key point of contact for student reps, and maintaining strong relationships across services.

The role involves the use of creative and varied marketing and communication methods to reach diverse student population, ensuring student voice work is inclusive and equitable, and supports the development of the Student Rep role and the wider SUBU Student Voice mechanisms. Works under the direction of the Student Voice and Insight Manager, as well as supporting the Department's wider student insight work.

Apply online via subu.org.uk/Jobs

Job Title: **Student Voice Coordinator**

Hours: **35**

Salary starting from: **£23,500 to £28,500 (Salary Band D1).** In line with SUBU's pay framework, new employees are appointed at the minimum point of the salary band.

Responsible to: **Student Voice & Insight Manager**

Responsible for: **N/A**

Place of work: **The Student Centre, Talbot Campus**

Purpose of role

Predominantly responsible for supporting the Student Representation System, this role coordinates and encourages engagement with student feedback mechanisms, supports elected student representatives, and helps turn insight into impact, helping to build a culture where student voice is meaningful, inclusive, and visible. This includes: supporting the production and delivery of engagement and training materials; promoting and monitoring the election of Student Reps; delivering training and further development initiatives; monitoring and enhancing Rep engagement; and tracking actions and outcomes to demonstrate impact and to support effective communications and campaigns that demonstrate closing of the feedback loop for students.

The Student Voice Coordinator supports the development and administration of regular and ad-hoc feedback projects and events, enabling SUBU to gain insights into the student experience at Bournemouth University. This could include promoting student voice through feedback tools, surveys, focus groups, forums, campaigns, and consultations.

Key Tasks

- Administration Duties: email & diary management; using existing templates to produce and distribute routine reports; supporting the day-to-day administration of the Student Rep system; assisting with general administration across the Student Voice and Policy wider team.
- Communication Duties: between SUBU staff, Student Representatives, Executive Committee, Full-time Officers, University staff, external suppliers, and other external contacts. Using social media to communicate and engage with Student Reps and facilitate Student Rep communities.
- Organisational Duties: supporting the organising and running of Student Voice and Insight meetings and events, prompting staff and students for input into various matters.
- Data Duties: maintaining and managing various records and information systems.
- Project Duties: providing administrative support to a variety of routine and ad-hoc reports based on feedback data collected by SUBU and other external feedback data sources as appropriate.
- Analytical Duties: collecting feedback formally and informally and analysing results to review and update processes to enhance Student Representative engagement and reduce barriers to participation and identifying student issues.
- Compliance Duties: complying with governing documents.
- Representation/ Facilitation Duties: representing SUBU at meetings and events as and when appropriate, which may include occasional evening and weekend hours to be agreed with your line manager.
- Advice and Guidance Duties: supporting student, Union and Officer projects, campaigns, and events, including manifesto and ad hoc campaigns.
- Research Duties: researching the student experience in the higher education sector as directed by the Student Voice and Insight Manager.
- Networking Duties: close cross-working with others within the department, Union Officers, other Student Engagement Departments, other SUBU teams, contacts in BU and external organisations.
- Key Union Events Duties: when asked to assist with the organisation and administration of the larger Union events such as Freshers, Summer Ball, Student Awards, Elections.

General for all staff

- Key Union Events Duties: proactively to assist with the organisation and administration of Union events such as Fresher's Fayre 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 skills (both written and verbal).
- Good report writing skills, including presenting data.
- Effective administration with ability to balance multiple tasks and deliver multiple projects.
- Knowledge of social media platforms and engaging people through them.
- Ability to communicate effectively with others at various levels of seniority.
- Ability to manage stakeholders' expectations.
- Approachable, with great interpersonal skills.
- Diligent with high organisational ability.
- Responsive to changing demands.
- Ability to relate to and work with a diverse range of people.
- Self-motivated.
- Interested in feedback mechanisms and their implementation.
- Demonstrates empathy and emotional intelligence in working with students and colleagues.
- Leadership skills, ability to deliver training to a diverse group of people.

SUBU is committed to equality, diversity, and inclusion and encourages applications from all sections of the community.

Pay Bands

Chief Executive Officer and Full Time Officers are not included within this system. Please refer to pay policy for this information.

Each band base will be increased annually at the same rate or less than that years COLA, 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 & 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. 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 minimum point 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	

Meet the hiring manager

JAMES WHITE

Student Voice and Insight Manager

James White leads the Student Voice team at SUBU, dedicated to supporting student during their time as a student Rep. With a strong commitment to creating an inclusive and welcoming environment. The team ensures every student rep feels supported within their role. Under his leadership, the team works collaboratively, shares ideas and celebrates successes together.

James values enthusiasm, empathy, and a proactive approach, qualities that make a real difference in students' lives. He is passionate about creating a culture of trust and teamwork, where learning and development are encouraged, and wellbeing is always a priority.

Joining this team means becoming a part of a team that truly impacts the student experience while offering opportunities to learn and grow in a dynamic setting.



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

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