



# Advice Caseworker

Recruitment Pack - 2025

**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



## Support

- We show empathy and compassion.
- We understand and respond to what people need.
- We share our knowledge, time, care, space, resources to help people thrive.



## Progressive

- We are innovative & forward thinking.
- We strive for better and stay ahead of the curve.
- We actively seek & respond to feedback.



## Integrity

- We are authentic & our actions and words align.
- We are open and honest.
- We are accountable.



## Collaboration

- We work together.



## Equity

- We listen.
- We recognise differences and different solutions.
- We are working for a level playing field.
- We focus on the process and not just the end result.
- We respect each individual's rights.
- We advocate and lobby on behalf of those who need it.
- We are proactive instead of reactive.

# Our Strategic Goals and Objectives

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



## 1. Ending student loneliness

Every student to have a strong and supportive friendship and social network.



## 2. Activating experience for life and work

Every student to be aware and have access to experiences that build their independence, employability and confidence.



## 3. Attracting talent

Increase in students choosing BU.  
All students to be SUBU members.



## 4. Empowering with compassionate support

Students to be equipped with the right tools to navigate challenges. No student is lost looking for help.



# 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](https://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

# 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](https://subu.org.uk/Jobs)

|                       |                                                                                                        |
|-----------------------|--------------------------------------------------------------------------------------------------------|
| Job Title:            | <b>ADVICE CASEWORKER (Fixed Term: 10 months with potential to extend due to business requirements)</b> |
| Hours:                | <b>Full Time, 35 hours a week</b>                                                                      |
| Salary starting from: | <b>D2 (new staff are recruited to SUBU within the lower end of their roles band)</b>                   |
| Responsible to:       | <b>Advice Manager</b>                                                                                  |
| Responsible for:      | <b>N/A</b>                                                                                             |
| Place of work:        | <b>The Student Centre, Talbot Campus</b>                                                               |

### 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 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 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

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.

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

# Meet the hiring manager

## **CHLOE LOCKETT**

Advice Manager

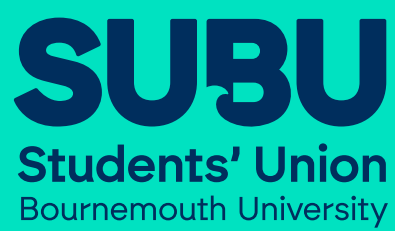
Chloe Lockett leads the Advice team at SUBU, dedicated to empowering students to overcome challenges and thrive throughout their university journey. With a strong commitment to creating an inclusive and welcoming environment. The team ensure every student feels heard and supported. Under her leadership, the team works collaboratively, shares ideas, and celebrates successes together.

Chloe values enthusiasm, empathy, and a proactive approach, qualities that make a real difference in students' lives. She 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 part of a service 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 [clockett@bournemouth.ac.uk](mailto:clockett@bournemouth.ac.uk) to set up a call.



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