



Candidate Information

Position:	Reservations and Reception Advisors
School/Department:	Accommodation
Reference:	22/110220
Closing Date:	Monday 26 September 2022
Salary:	£20,761 - £22,662 per annum plus 18% Shift allowance (Circa £3,736.98pa)
Anticipated Interview Date:	Tuesday 11 October 2022
Duration:	Permanent and Temporary 12-month Fixed Term Contract

JOB PURPOSE:

To work flexibly as part of the Queen's Accommodation team for Student, Staff and Family Accommodation including conference and bed and breakfast guests (out of term), whilst providing a courteous, efficient and effective service. There are full time positions available. You will be working a shift pattern over 7 days in one of our three accommodation sites, Elms BT1, (College Avenue), Elms BT2 (McClintock Street) and Elms BT9 (Elms Village). The post holder will be based in any of the three accommodation hubs and will rotate locations, as required.

MAJOR DUTIES:

1. Provide an efficient customer focused friendly service to all customers using initiative when dealing with queries and enquiries.
2. Ensure the policies and procedures within the department are followed and ensure tasks are completed within set timescales.
3. Responsible for start and end of shift procedures including till reconciliation and other associated checks.
4. Carry out day to day duties including sorting and logging of post, signing in and out keys/fobs, the administration of the Car Parking System, competent in using the Planon Maintenance System, show rounds with potential students, visiting staff and conference organisers.
5. Assist in maintaining monthly occupancy reports for Accommodation and provide analysis and interpretation of data in report formats as requested.
6. Assist with the preparation for Open Days and conduct accommodation tours.
7. Ensure that accommodation applications and allocation of bookings fully utilise the efficiencies and benefits of Kinetics (Kx) modules.
8. Assist in completing documentation for new arrivals.
9. To assist in the administration and system updating for out of term business including bed and breakfast, summer schools and conferences, including quotations and raising invoices.
10. Adhere to PCIDSS and Health and Safety Policy and Procedures.
11. Adhere to the QUB Data Protection Policy.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by a Manager.

ESSENTIAL CRITERIA:

1. Relevant academic and/or vocational qualification e.g. GCSE, O Level, NVQ Level 2 in a relevant subject/area (or equivalent); OR *Applicants without the relevant qualification but can demonstrate minimum 2 years relevant experience in a similar accommodation, reception/bookings office environment for example, a hotel, conferencing venue, further or higher education environment.
2. IT literacy with experience of using Microsoft Office packages.
3. Ability to manage confidential information appropriately.
4. Able to undertake basic financial administration such as raising invoices.
5. Exceptional communication skills, both written and oral, including the ability to communicate information for example, to emergency services etc.
6. To be able to provide exceptional customer service whilst working in a busy customer facing environment.
7. Deal with pressure in a calm and confident manner.

8. The post holder will be required to be flexible to work in a shift pattern which covers 7 days including public and bank holidays to meet the needs of the business.

DESIRABLE CRITERIA:

1. GCSE English and Maths Grade C or above.
2. Minimum of one year's relevant experience in a similar accommodation, reception/bookings office environment for example, a hotel, conferencing venue, further or higher education environment.
3. Experience of Kinetic Solutions booking system.