

Candidate Information

Position: Hospitality Host (Nights)
School/Department: Accommodation
Reference: 25/112977
Closing Date: Monday 17 November 2025
Salary: £27,137 - £27,456 per annum, plus 21% Shift Allowance
Anticipated Interview Date: Thursday 4 December 2025

JOB PURPOSE:

Reporting to the Reservations and Reception Supervisor, the Hospitality Host (Night) is primarily responsible for the delivery of comprehensive out-of-hours reception and guest services at the Elms BT9 site. Operating on an overnight shift pattern covering 365 days per year, the post holder is a crucial member of the Queen's Accommodation team. The core purpose of this role is to ensure the consistent delivery of courteous, highly efficient, and proactive customer service to all residents (Student, Staff, and Family) and all non-term-time conference and groups, while upholding sector best practice.

MAJOR DUTIES:

1. In conjunction with the Reservations and Reception Supervisor, carry out routine daily duties working within the established departmental processes.
2. Clean allocated area of work as per agreed work schedules. This may include: keeping reception area clean and tidy, e.g. vacuum, empty bins, brush and mop floors if required.
3. Carry out reception duties. This may include dealing with internal and external customers via the telephone or face to face. Make room bookings on the computer system along with check-ins and check-out. Clerical duties to include post and use of the access control system.
4. Process and reconcile all financial transactions (card), completing relevant documentation and ensuring full compliance with PCIDSS (Payment Card Industry Data Security Standard) procedures.
5. Utilise multiple computerised systems, including Microsoft Office packages, Planon Maintenance System, access control software, and student accommodation booking systems.
6. Adhere strictly to all Queen's policies and relevant legislation, including GDPR (General Data Protection Regulation), Fire Safety, and all Health and Safety Policy and Procedures.
7. Prepare the site for the morning shift by ensuring the reception area is clean, tidy and organised, securing all Hosting Kitchens, and conducting regular monitoring checks of the Treehouse social spaces throughout the night.
8. Responsible for keys to areas designated by Reservations and Reception Supervisor.
9. Provide support to on-site Security by assisting with tasks such as generating access control reports, verifying student identity and address details.
10. Undertake any other duties appropriate to the post as may be reasonably requested by the Reservations and Reception Supervisor or the Assistant Accommodation Manager.

ESSENTIAL CRITERIA:

1. Secondary school education.
2. Numeracy and Literacy skills.
3. Experience working in a customer facing or office-based environment, working as part of a team in a fast-paced workplace with the ability to manage confidential information appropriately.
4. IT literacy with experience of using Microsoft Office packages and database management systems.
5. Understanding of basic financial administration such as processing and recording credit card payments.
6. Evidence excellent interpersonal skills, with the ability to communicate clearly and politely with all visitors and staff in the University.

7. Experience providing excellent customer service with ability to maintain high quality service and build trusting, professional relationships.
8. The post holder will be required to be flexible to work an overnight shift pattern, which covers Mon – Sun including public /bank holidays, and Queen's Closure days, 11/12 hour shifts to meet the needs of the business.

ADDITIONAL INFORMATION:

Informal Enquiries to Rachel Curry - r.curry@qub.ac.uk