

Candidate Information

Position: Reservations and Reception Adviser
School/Department: Accommodation
Reference: 25/113019
Closing Date: Monday 15 December 2025
Salary: £28,133 - £29,594 per annum plus 18% Shift Allowance
Anticipated Interview Date: Wednesday 7 January 2026
Duration: Permanent

JOB PURPOSE:

To work flexibly as part of the Queen's Accommodation team for Student, Staff and Family Accommodation including conference and group bookings (out of term), whilst providing a courteous, efficient and effective service. You will be working a shift pattern over 7 days across all our accommodation sites. The post holder will be based in any of the accommodation hubs and will rotate locations, as required.

MAJOR DUTIES:

1. Provide an efficient professional service to customers, both face to face via telephone and email. Using initiative when dealing with all queries or enquiries.
2. Ensure the appropriate procedures pertaining to the operation of reception are adhered to (e.g. administrative/financial/health and safety and ensure a clean, tidy reception area).
3. Reconcile all payments, completing the relevant documentation in accordance with the procedure and full compliance with PCIDSS.
4. Carry out day to day duties including post, signing in and out keys/fobs and the administration of the onsite Car Parking System, in line with the daily task checklist.
5. Daily use of the PlanOn maintenance system and understanding of the response times to maintenance issues.
6. Assist with the preparation for University Open Days and recruitment events. Conduct accommodation tours if required with potential new students, staff and conference/group organisers.
7. Daily use of Microsoft Office packages, access control and student room booking system.
8. Assist in staff and student arrivals and departures.
9. Assist in the check-in and check-out of out-of-term business to include conference, group and travel agent bookings.
10. Adhere to GDPR and Health and Safety Policy and Procedures.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by a Manager.

ESSENTIAL CRITERIA:

1. A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration or equivalent; OR Applicants without the relevant qualification but can demonstrate relevant experience in a customer-facing office environment.
2. 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.
3. IT literacy with experience of using Microsoft Office packages and database management systems.
4. Understanding of basic financial administration such as processing and recording credit card payments.
5. Evidence excellent interpersonal skills, with the ability to communicate both in writing and verbally with a variety of stakeholders.
6. Experience providing excellent customer service with ability to maintain high quality service and build trusting, professional relationships.
7. The post holder will be required to be flexible to work in a shift pattern, which covers Monday – Sunday including public /bank holidays, and Queen's Closure days, to meet the needs of the business.

DESIRABLE CRITERIA:

1. Relevant experience in an accommodation, reception/bookings office environment e.g. a hotel, conferencing venue, further or higher education environment.
2. Experience of a room booking system.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to: Corinne Foster at c.foster@qub.ac.uk.