

Candidate Information

Position: Queen's Students' Union Operations and Events Supervisor
School/Department: Student and Campus Experience
Reference: 25/113066
Closing Date: Monday 19 January 2026
Salary: £28133 - £29594 per annum (when applicable this post includes a shift allowance of up to 18%)
Anticipated Interview Date: Wednesday 28 January 2026

JOB PURPOSE:

As part of the Queen's Students' Union (QSU) Operations team, the Operations and Events Supervisor will assist the QSU Operations and Events Management team in providing a coordinated, efficient, effective operations and event service for our students and staff. The post holder will be required to deal with all aspects of QSU front and back of house operations under the guidance and direction of Operations and Events Management. When applicable, this post includes a shift allowance of up to 18%.

MAJOR DUTIES:

1. To deputise for the Assistant Operations and Events Manager and to provide the primary point of contact for all front of house operations of Queens' Students' Union (QSU) as and when required.
2. Responsible for all start of day and end of day QSU space /safety checks and follow up on all ongoing required actions including room and foyer bookings set up/down.
3. Carry out stock replenishment, cleaning and housekeeping tasks (including waste removal).
4. Proactively plan and organise resources to ensure daily and one-off tasks are completed by agreed timeframes maintaining all QSU spaces to the required standards.
5. Coordinate QSU daily, weekly and monthly fire safety duties including 'double knock' set up.
6. Provide AV technical assistance/first line support for all room users including the set up and use of video conferencing and carry out routine maintenance checks for all QSU equipment including AV equipment and printers.
7. Ensure that the health, safety and welfare of students, customers and staff is given the highest priority and deal with emergencies when they arise in accordance with the University and QSU procedures.
8. Update Health and Safety documentation in a timely manner to ensure compliance with all current legislation required on a weekly, monthly and annual basis.
9. Provide in house basic catering support for ad hoc QSU meetings/events.
10. Assist with Clubs and Society room booking requirements and access control to storage areas.
11. Provide cover/support for SU Reception during daily breaks, peak service periods and annual leave ensuring all face to face, email and telephone enquiries are handled appropriately and follow up is in line with relevant procedures and time requirements including use of Scientia room booking system.
12. Assist with recruitment, training and assignment allocation/sign off for the casual Operations Team.
13. Carry out casual staff induction training and shift/weekly briefings including health and safety, risk assessment and safe systems of work.
14. Provide first line support for key events including Welcome events, Freshers' Fair, QSU Awards, Graduation Photography alongside Student Officer led and weekend events.
15. Update and maintain relevant filing systems and databases (including inventory/ recharge sheets /payroll) and assist with maintaining updated versions of all Operations administration including Manuals, checklists and safety briefings.
16. Actively promote the services of the department and provide customer first solutions to any queries which may arise within guidelines.
17. Carry out any other duties as may be required and may be reasonably requested by QSU Management team.

ESSENTIAL CRITERIA:

1. 5 GCSE's at Grade C or above (or equivalent) to include English Language and a Mathematical based subject or NVQ Level 2 Administration or equivalent
(Applicants without the relevant minimum qualification but can demonstrate 3 years recent experience in a relevant field).
2. A minimum of two years previous work experience, in a busy customer focussed/front of house environment including:
 - Room/event set up, servicing and general maintenance)
 - Handling and responding to customer queries
 - Using email and internet.
3. I.T literacy and ability to use computer packages relevant to area of work including Microsoft Office.
4. Good understanding of current workplace health and safety legislation and regulations.
5. Excellent oral and written communication skills – ability to communicate effectively with students, staff and members of the public across all cultural boundaries.
6. Ability to provide a warm welcome, help and advice to all Building users.
7. Ability to understand and address non-routine work, where applicable and to use standard and specialist equipment.
8. Ability to use initiative to deal with non-standard work issues and resolve problems independently.
9. Awareness of how to handle confidential information appropriately.
10. Self motivated with the ability to work on own initiative and as part of a team.
11. Organised, methodical approach to work.
12. Commitment to the delivery of a high-quality service.
13. Ability to work effectively under pressure and manage several different priorities simultaneously in a busy public facing environment.
14. Flexible and willing to adapt to new tasks and duties as required.
15. Physically fit, mobile with the ability to lift/move furniture, deliveries and facilities equipment.
16. Ability and willingness to work flexible hours to meet the needs of the business including irregular shift patterns – days and evenings over a 7day week including shifts normally varying between 07.00 and 22.30.

DESIRABLE CRITERIA:

1. Current First Aid at Work Qualification.
2. Food hygiene level 2 / commitment to complete these within first 6 months.
3. 12 months experience of working in hotel or similar environment including working knowledge of providing first line AV support.
4. Evidence of ability to organise and motivate staff.
5. Experience of working within a student facing environment.

ADDITIONAL INFORMATION:

Informal Enquiries to Nuala Kelleher: n.kelleher@qub.ac.uk