

Candidate Information

Position:	Accommodation Adviser (Maternity Cover)
School/Department:	Student and Campus Experience
Reference:	26/113252
Closing Date:	Monday 13 April 2026
Salary:	£28,133 - £29,594 per annum
Anticipated Interview Date:	Tuesday 21 April 2026
Duration:	12 Months

JOB PURPOSE:

To provide exceptional customer service and administrative support within the Queen's Allocations team. This role involves managing accommodation bookings for students, staff, families, and external guests, ensuring a seamless and positive experience from inquiry to departure.

By utilising a booking system, the role holder will optimise efficiency and accuracy while delivering timely and informative communication to all stakeholders. Additionally, this role will play a crucial part in supporting summer business, including managing short-stay guests and conference bookings, contributing to the overall success and performance of the accommodation service.

MAJOR DUTIES:

1. Efficiently process applications for student, staff, and family accommodation. Utilising a booking system, you will optimise the allocation process to meet annual occupancy targets. Key responsibilities include proactive management of accommodation bookings, including issuing room offers, processing transfer requests, and handling release requests.
2. Deliver exceptional customer service to a range of stakeholders, including students, staff, families, and external guests. Promptly addressing enquiries, resolving issues, and providing timely, informative communication and using own initiative.
3. Coordinate out-of-term bookings such as summer schools, conferences and OTA beds. This role involves financial oversight, from quote preparation to invoice generation. Collaborate with teams like housekeeping, reception, and conferencing to ensure smooth operational delivery.
4. Manage arrivals and departures for both in-term and out-of-term stays. This includes disseminating informative communications and providing briefs to relevant teams to ensure a seamless guest experience.
5. Provide high-level administrative support, including assisting with the generation and analysis of occupancy reports and trends. Prepare and present data in clear, concise formats as requested.
6. Support the planning and execution of university-wide recruitment events, including University Open Days. This involves delivering talks and webinars, conducting tours to showcase accommodation facilities, and leading visits and viewings for prospective staff, students, and external clients.
7. Ensure compliance with relevant policies, procedures, and regulations for accommodation services.
8. Carry out any other duties 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).
2. Demonstrate a minimum of one year's relevant on-the-job experience, (e.g., an administrative role in an accommodation, hospitality or FE/HE environment) will be considered.
3. Able to work in a busy customer facing environment and deal with pressure in calm and confident manner.
4. Exceptional communication skills, both written and oral skills, including the ability to communicate information of some complexity and report to internal and external agencies, with clarity and accuracy.
5. Evidence of managing confidential Information and following GDPR.
6. Ability to proactively plan and schedule workloads and to respond to changing pressures or requirements.

7. Adaptable and resourceful, able to work independently and effectively to overcome challenges and achieve objectives.
8. Confident in problem solving and using data to inform decisions.
9. IT literacy and/or ability to use computer package(s) relevant to the area of work.
10. Good oral and written communication skills.
11. Good interpersonal skills, including the ability to persuade, motivate and organise others.
12. Must show initiative and be self-motivated.
13. An ability to deal with issues of confidentiality and sensitive situations.
14. Demonstrate personal resilience, decisiveness, and be able to manage demands to achieve high quality results.
15. Ability and willingness to work flexible hours to meet business needs e (i.e., evening, weekend, public holiday work on a regular basis).

DESIRABLE CRITERIA:

1. Effective communication skills, including the ability to persuade, motivate and organise others.
2. Experience of using a student accommodation room reservation system.
3. Trained in advanced Excel, including pivot tables, macros, and data analysis.

ADDITIONAL INFORMATION:

Informal Enquiries to Briege Brady, email: b.brady@qub.ac.uk