

Candidate Information

Position: Operations Manager
School/Department: Student and Campus Experience
Reference: 26/113274
Closing Date: Monday 27 April 2026
Salary: £35,136 - £40,316 per annum.
Anticipated Interview Date: Thursday 7 May 2026

JOB PURPOSE:

Reporting to the Lead Operations Manager, the post holder is responsible for assisting in the provision and delivery of outstanding effective operational services to Queen's Accommodation.

The post holder will be responsible for leading the day-to-day operation, administration and management of a large team of staff, including housekeeping and facilities teams to ensure that an efficient, effective, profitable and high-quality service is provided.

MAJOR DUTIES:

1. Lead the operational management of the housekeeping and facilities teams within Queen's Accommodation portfolio and manage all team related issues to include recruitment, training, performance management, absence management, sickness reviews and appraisals.
2. Lead the operational teams in the successful delivery and day to day operations and administration of the housekeeping and facilities teams for student and staff accommodation, short term guests and conferences. Ensure all accommodation is serviced on time and in accordance with the standards set out for student, staff, conference and room only requirements.
3. Ensure an excellent customer focussed experience is provided to residents, with pre-agreed standards and procedures to ensure budgetary targets are achieved whilst providing a quality customer focused service. Regular benchmarking with organisations to ensure best practice and value for money to enhance the service delivery.
4. Manage 3rd party contractors to meet operational needs in a timely manner and monitor contract KPI's to ensure optimum contractor performance.
5. Ensure that areas under your responsibility comply with Health and Safety Compliance Regulations and the UUK Code. Regularly review and update all Health and Safety policies, procedures and risk assessments within the Accommodation portfolio. Ensure all updates are communicated to and understood by the team.
6. Report and record all fire activations, accidents, incidents and near misses ensuring all are dealt with in an appropriate manner. Lead on the coordination of building audits, fault reporting and timely repairs.
7. Manage all customer queries and deal with customer complaints in a timely manner using appropriate complaints procedure. Review customer satisfaction and monitor service objectives and standards within Accommodation operational delivery to maximise customer satisfaction.
8. Undertake short term project management within accommodation operations or contribute as part of a larger project team to support the achievement of project objectives.
9. Assist in the delivery of Accommodation sustainability plans and contribute to Queens' carbon reduction/sustainability strategy by, for example, encouraging residents to recycle appropriate items and to reduce energy consumption.
10. Attend and contribute to regular internal and external management meetings to ensure Accommodation issues are appropriately represented, reported and acted upon. Deputise for the Lead Operations Manager as required. Schedule work to align with Operational and duty manager duties on rotas.
11. Any other duties that are reasonably requested by line manager.

ESSENTIAL CRITERIA:

1. Relevant academic/vocational qualifications (e.g A-levels, NVQ 3 or equivalent) with significant relevant operations management experience in a similar accommodation/hospitality/cleaning role e.g hotel/conference centre, further or higher education establishment OR; Substantial relevant operations management experience acquired through a combination of job related vocational training and on the job experience in an accommodation / hospitality / cleaning environment involving large numbers of customers and leading a large team of staff (50 plus).
2. Experience of successful management of teams, resources, problem solving and budgetary control including overseeing and developing work which will deliver clear outputs.
3. Clear evidence of experience managing and monitoring recruitment, training, absenteeism, performance.
4. Strong IT skills including proficiency in MS Office and other operational systems.
5. Excellent time management with the ability to assess and organise resources, plan and implement work activities/projects using judgement and initiative.
6. Excellent negotiating, communication and inter-personal skills with proven experience dealing with complex employee relations. Ability to conduct effective internal and external relations and deal appropriately with sensitive confidential issues.
7. Ability to work in a busy environment in a professional, calm and confident manner.
8. Experience and evidence of excellent customer service.
9. Should be flexible and capable of meeting business needs outside of normal hours (evening, weekend, public holiday and closure day work) on a frequent basis.
10. Possession of a valid UK driving licence.

DESIRABLE CRITERIA:

1. Experience of working in student accommodation.
2. Project management.
3. Previous working experience of Planon.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Michael Gregory - m.gregory@qub.ac.uk.