

Candidate Information

Position: Bookings and Administration Officer
School/Department: Student and Campus Experience
Reference: 26/113531
Closing Date: Monday 10 August 2026
Salary: £29,118 - £30,630 per annum
Anticipated Interview Date: Friday 21 August 2026
Duration: Permanent

JOB PURPOSE:

To oversee all Campus Food, Drink and Retail catering enquires by managing both internal and external customer enquiries from start to finish whilst providing a professional courteous and efficient service.

MAJOR DUTIES:

1. Manage the CFD&R hospitality inbox responding to customer enquiries by providing catering advice for events, conferences, and meetings.
2. Convert confirmed catering enquires into function sheets and communicate catering business weekly to both kitchen and front of house catering teams.
3. Oversee, operate, and maintain the integrated booking management system to ensure all booking requests, are correct, up to date and accurate and prepared for invoicing. As well as interrogate the systems as required to provide a range of workable solutions to room booking problems.
4. Provide support to the operational team to contribute to the efficient and effective delivery of CFDR services, financial processes and purchases, producing/updating and printing materials and maintenance of office systems and processes.
5. Support the department achieve monthly revenue targets through initiative-taking sales activities.
6. Be responsible for the generation and analysis of Great Hall and associated areas reports for the monthly Business Development meeting, which detail patterns of business, customer data and projected spends and work with the timetabling unit to ensure maximum utilisation of space.
7. Use and maintain general office equipment and ensure that they are in working order e.g. photocopiers, organising building maintenance, communicating with office suppliers and central departments such as Procurement and Estates.
8. Monitor order and maintain stationery supplies sufficient to meet the normal requirements of the office following established procedures.
9. Deal with routine enquiries from student, staff, and visitors (i.e. by telephone, written correspondence, by email, in person) and provide them with the relevant information or refer more complex, non-standard queries to the appropriate member of staff.
10. Respond efficiently and efficiently to any unplanned incidents, problems or complaints which may arise over the course of an event and record and analyse customer feedback.
11. Manage orders, invoices, and expense claims, reconcile purchase card transactions, and assist in the monitoring of the Department budgets through the University's financial system (QFIS) (P2P).
12. Perform any other duties which are appropriate to the post as requested by the manager.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSE's at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.
2. A minimum of 3 years' relevant experience collaborating directly with customers in an events, conferencing, and meeting's role.
3. A minimum of 2 years' experience working in a hospitality/events bookings role to including direct collaboration with the kitchen team.
4. Experience of customer/client data capture and maintenance on a CRM and booking management system.
5. Managing, and developing customer relationships by telephone, email and in person.

6. Up to date knowledge of a wide range of IT systems including databases, MS Word, Excel, Outlook, the web, and social media.
7. Experience of working with financial systems to process purchase orders, invoices, and expenses.

DESIRABLE CRITERIA:

1. 1. Experience of using customer management systems in day-to-day work.
2. 2. Experience of creating and maintaining websites and email accounts.
3. 3. Experience working in a higher education environment.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to: Brian Horgan at b.horgan@qub.ac.uk.