**Queen’s Students’ Union Operations Assistant**

**Application Pack**

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| **Post:** | QSU Operations Assistant (casual) |
| **Location:** | Queen’s Students’ Union, One Elmwood |
| **Responsible to:** | Queen’s Students’ Union Operations and Events Manager |
| **Number of posts Available:** | 8 |
| **Start Date:** | From 7 September 2025 |
| **End Date:** | 31 May 2026 |
| **Pay Range:** | £12.60 per hour |

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| **Job Description** |
| This is a great opportunity within the Queen’s Students’ Union (QSU) operations team working in a busy, fast-paced environment.  The successful candidate will assist the QSU Operations team in providing a great service for all Queen’s students and building users to ensure the new state of the art Students’ Union delivers excellent standards and exceptional service.  **MAIN RESPONSIBLITIES**   * Maintain all Students’ Union spaces to an excellent standard including assisting with housekeeping duties throughout the Building ensuring public areas are continually clean, tidy and clear of clutter * Deliver a first class professional service to all students and staff using our services * Assist in signposting student enquires to the appropriate department and engage with Building users * Assist Clubs and Societies with room booking, general enquiries and access to storage areas * Provide administrative support as required * Carry out basic housekeeping tasks (including light cleaning) in all QSU areas including Lounge, SU Units, meeting rooms and kitchen * Work with SU Reception team to ensure rooms are set up /down correctly to required standards within agreed timescales * Assist at SU Reception /cover breaks as and when required   **OTHER DUTIES**   * To comply with all Students’ Union Operational Procedures * To comply with all legal and health and safety compliance legislation. * Adhere to Students’ Union Environmental and Sustainability guidelines * Carry out any other duties, which are appropriate to the post, as may be reasonably requested by the supervisor.   **PLANNING AND ORGANISING**   * To undertake all relevant training as required. * The post holder will be required to work closely with the elected student representatives and Students’ Union staff and will be expected to plan and organise accordingly. |

SU Operations Assistant – Person Specification

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| **Experience** | **Essential** | **Desirable** |
| An awareness / knowledge of Students’ Union events and activities |  |  |
| Previous experience within retail/events/facilities/hospitality sector |  |  |
| 6 months+ recent experience in similar role |  |  |
| **Knowledge and Skills** |  |  |
| Ability to effectively communicate with all levels of students and staff |  |  |
| Ability to work on own initiative ,without supervision, and as part of a team |  |  |
| Ability to plan and organise workload to meet standards and deadlines |  |  |
| Quick learning and trustworthy |  |  |
| **Disposition** |  |  |
| Flexible working attitude - willing to adapt to new tasks and ways of working |  |  |
| Team player and self - motivated |  |  |
| Highly motivated, energetic, enthusiastic |  |  |
| Willingness to learn internal systems and procedures |  |  |
| Prepared to commit to the values of the Students’ Union |  |  |
| **Other** |  |  |
| Ability to lift/handle stock and deliveries |  |  |
| Prepared to cover holidays and sickness absence, often at short notice |  |  |
| **Applicants must be a registered student at Queen’s University Belfast for academic year 2025 – 2026 and for the full period that the post is available.** |  |  |
| **All students for whom English is not their first language must have achieved a minimum pass mark of 7.0 in the writing and speaking band of IELTS (International English Language Test Score) or equivalent (evidence to be supplied along with your completed application and equal opportunities forms).** |  |  |

**You will report to the Students’ Union Operations and Events Management /Supervisors and**

**will be required to work with other staff members within the Students’ Union team**

**Shifts may include daytime, evenings and weekends and hours are variable depending on your availability /study commitments.**

**SU Operations Assistant (Casual)   
Application Form**

**Personal Details**

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| **Surname** |  |
| **Forename(s)** |  |
| **QUB Student Number** |  |
| **Mobile Phone Number** |  |
| **QUB E-mail address** |  |

**Student Details**

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| --- | --- |
| **Course Name** |  |
| **Year of Commencement** |  |
| **Expected Date of Graduation** |  |

**Required Checks**

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| **Do you have the right to work in the UK?** | ☐Yes ☐No |
| **Will you be a registered Queen’s student for the duration of this post (07/09/24 – 31/05/24)?** | ☐Yes ☐No |
| **If English is not your first language, have you achieved a minimum pass mark of 7.0 in the writing and speaking band of IELTS (International English Language Test Score) or equivalent?**  **\*\*You must supply evidence along with your completed application and equal opportunities forms.\*\*** | ☐Yes ☐No ☐N/A |
| **Do you have any particular requirements to enable you to attend for interview?** | ☐Yes ☐No    *If YES, please provide details of what will be required:* |

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| --- | --- | --- | --- | --- | --- | --- |
| Name and Address  of Employer | Nature of Business | Post Held | Brief description / summary of  main duties & responsibilities | Employment Commenced  MM/YY | Employment Finished  MM/YY | Reason for Leaving  (If applicable) |
|  |  |  |  |  |  |  |

**Experience**

Please provide details of previous posts held and indicate any experience you have gained outside of paid employment, for example, volunteering or caring responsibilities. Start with your present or most recent position and work back.

**Other Information**

Taking into consideration the Person Specification for this position, please supply below any other information you wish to be taken into account when your application is being considered.

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**Declaration**

I certify that, to the best of my knowledge, the information which I have given is true and complete. I accept that, if I have supplied any false statements or have withheld any relevant information, any offer of employment can be withdrawn, or an accepted appointment can be cancelled. In addition to the referees quoted, I understand that the University reserves the right to make such further enquiries on my candidature as it deems appropriate including any unspent civil or criminal convictions.

☐ I have read the [Privacy Notice](https://qubsu.org/media/Media,825716,en.pdf) and I consent that my personal details can be stored/used for the purpose

of this recruitment exercise.

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| Signed |  | Date |  |

**Checklist**

**☐**Completed application form

**☐** Completed equal opportunities form

**☐** Evidence of a minimum pass mark of 7.0 in the writing and speaking band of IELTS (International English Language

Test Score) or equivalent (if applicable)

**Your completed forms must be emailed to l.laughlin@qub.ac.uk by the closing time/date of**

**5pm, Tuesday 26 August 2025.**

**Interviews are likely to take place from Monday 1 September 2025 onwards.**

**Please Note**   
Queen’s Students’ Union, in line with the University’s Equality, Diversity and Inclusion Policy, is an equal opportunity employer.

**The successful candidate will be required to register with QWORK – we recommend you register with QWork as soon as possible which will involve the completion of Right to Work (RTW) checks and Visa restrictions identified.**

**QWORK will control the number of hours commissioned to any individuals who may have restricted working hours, particularly Student Visa students, as well as managing timesheet collection, approval, and payments.**