



Campus Accommodation and Hospitality Manager

Salary	£32,298pa
Benefits	Pension scheme with a generous employer contribution 25 days, 8 Bank Holidays, plus closed days between Christmas and New Year Free lunch in the dining room during termtime, while on shift Free onsite parking Cycle to Work scheme Onsite residential accommodation at competitive rent may be available
Contract	Full-time, permanent
Closing date	Monday 17 th November 2025
Interviews	Tuesday 25 th November 2025
Location	The Queen's Foundation for Ecumenical Theological Education Somerset Road, Edgbaston, Birmingham

Whether assisting students and residents on a daily basis, supporting weekend residentials, conferences and events, or working with the team which delivers our annual Foundation Celebration, this role is at the heart of providing a welcoming campus environment.

The Campus Accommodation and Hospitality Manager will lead a team of reception and housekeeping staff to deliver and administer a full range of campus services. As well as providing an efficient and welcoming reception service, this includes the management of meeting rooms, accommodation booking, achieving and maintaining high standards of housekeeping, and overseeing contracted catering and refreshment services. The postholder will be part of a committed staff team, giving and receiving support to deliver the operational needs of the Foundation in a way which reflects our ethos of hospitality, care and community.

This is a full-time role, with some evening and weekend work during weekend residentials and other events. The postholder will also participate in an out-of-hours on-call rota.

Key responsibilities

1. To manage the delivery of accommodation and hospitality operations.
 - Foster a welcoming and inclusive atmosphere for students, staff, and visitors from diverse backgrounds and denominations.
 - Oversee the day-to-day running of hospitality services including accommodation, catering and menus, and support for conferences and events.

- Represent the staff team on hospitality matters at the Foundation's residents' and community forum meetings
 - Maintain high standards of cleanliness, presentation, and service across all facilities
 - Liaise with Facilities Manager regarding maintenance needs arising in meeting rooms and accommodation
2. To manage a team of hospitality staff.
 - Draw up duty rotas for the Hospitality team based on varying operational need.
 - Provide ongoing support, training, and development for team members.
 - Carry out line management responsibilities in line with the Foundation's HR policies and procedures
 3. To manage the delivery of events and conferences.
 - Generate quotes for events and conferences in consultation with internal and external organisers
 - Liaise with conference planners to understand their needs and explore creatively how these may be met.
 - Support marketing for events, conferences, and other campus activities
 - Oversee the Hospitality team to ensure effective administration for the smooth delivery of hospitality for teaching, residentials, events and conferences.
 - Oversee room bookings, check-ins/outs, ensuring smooth turnaround of all accommodations between occupancy.
 4. Procurement
 - Manage procurement for hospitality goods and services in consultation with the Management Accountant and the Director of Operations.
 - Monitor costs and implement efficiencies while maintaining quality.
 5. To work with colleagues across the Foundation in undertaking other tasks should the operational need arise.
 - Undertake tasks reasonably required by the Director of Operations, The Principal, or another senior manager.
 - Work with other Professional Services staff to ensure that essential areas of work are covered if operational needs arise.

Person Specification

- **Essential skills and experience**
 - Experience in management, especially linked to accommodation and hospitality
 - Strong interpersonal and communication skills
 - Ability to lead and motivate a team
 - A positive and collaborative approach to problem-solving
 - Organised, proactive, and able to manage multiple priorities
 - Commitment to Queen's core values within a broad ecumenical Christian context
- **Desirable skills and experience**
 - Understanding of a theological education / training for ministry environment
 - Familiarity with safeguarding principles (NB. safeguarding training according to Queen's policies and practices will be provided)
 - Experience of working in a faith-based educational setting

Contact details

If you would like to talk to someone about this post before you apply, please contact Davinder Sahota at directorofoperations@queens.ac.uk

Applying for this post

Candidates are required to submit a CV with a covering letter to recruitment@queens.ac.uk

The cover letter should include:

- What interests you about the role?
- Relevant skills and experience
- Your understanding of the organisation and the role
- Any relevant qualifications held

If you are shortlisted and invited to interview you will be asked to provide two references, at least one of which should be your present or most recent employer, and someone who is familiar with your work from a management capacity. *We will only follow up referees after an offer of employment has been made.*

Equality and Diversity

The Queen's Foundation fosters and promotes diversity and inclusion, and therefore welcomes applications for Professional Services staff posts from people of all backgrounds regardless of faith, ethnicity, gender diversity, LGBTQIA+, or (dis)ability. All appointments are based on merit.

- Please complete our Equality, Diversity, and Inclusion form at [Recruitment Monitoring](#).
- This purpose of this is to support our fair recruitment monitoring and forms will be securely deleted after the recruitment administration is completed.
- ***Monitoring forms will not be seen by the vacancy panel prior to shortlisting.***

The Queen's Foundation for Ecumenical Theological Education



The Queen's Foundation is one of the oldest theological colleges in England outside Oxford and Cambridge. The attractive campus is situated across two neighbouring sites in Edgbaston, Birmingham. Teaching takes place typically seven days a week and several evenings, for most of the calendar year. As well as teaching and conference facilities, the campus has residential accommodation for staff and students,

dining facilities, and office accommodation and a chapel.

The Foundation resources theological education needs of the Church of England, the Methodist Church, and Black Majority / Pentecostal and independent churches, and has students of other denominations/independent churches. It offers educational programmes which span everything from not-for-credit courses to those validated by three different universities – Durham (undergraduate and postgraduate), Birmingham Newman (postgraduate) and the Vrije Universiteit Amsterdam (PhD). Queen's is an Approved Provider registered with the Office for Students.

The Foundation has a team of almost 50 academic and Professional Services staff and currently has approximately 300 students. The staff and student body are diverse in terms of denomination, nationality, ethnicity and theological conviction.

The students are a combination of permanent residents, commuters and online / distance learners, including those taught at residential weeks or weekends.

The Campus

The buildings on campus date from the end of the 19th century to the end of the 20th century and Queen's continues to review and evolve so that the contrasting spaces are safe, comfortable and suitability for students and staff.

As well as being an academic institution, with lecture and meeting facilities, offices and dining facilities, Queen's also provides residential accommodation. There are 22 Flats and 9 houses on site, and around 80 rooms for part-time students or conference guests.

Some development of the Campus is envisaged and is currently being explored to serve the changing needs of the theological education sector.