



Maynooth University Ollscoil Mhá Nuad

Maynooth University Estates Hospitality Manager (Senior Administration IV) (Permanent)

The Role

Maynooth University is committed to a strategy in which the primary University goals of excellent research and scholarship and outstanding education are interlinked and equally valued.

We are seeking a Senior Administrative IV grade Full Time Hospitality Manager, to work in the Estates team, with responsibility for the operation of the commercial estate comprising the student accommodation (currently 1262 beds), conference business and summer business. The role is to oversee the student accommodation and to utilise the wider university assets when they are not in use for academic purposes and to generate a return for the university through hosting appropriate events and conferences.

This would traditionally be a combination of student accommodation during term time, international students' accommodation throughout the full year, events throughout the year, larger conferences at weekends and during the summer months, summer business such as language schools and summer schools that would utilise accommodation, catering and class halls. These activities generate commercial income of ~€10m.

As the Hospitality Manager, you will play a pivotal role in ensuring the quality of both student and visitor experience. Key to this role is to oversee and manage the 365-day property operations including facilities, maintenance and the summer to term-time transition from commercial short-stays to student term-time residencies. The successful role holder will be able to blend high-level strategic foresight, financial acumen and operational and people focused leadership.



Reporting to the Director of Estates or their nominee, the successful candidate will work as part of a team in a busy, challenging environment. The Estates Team provides support to both Maynooth University and our campus partners, St. Patricks College Maynooth (SPCM) across a variety of services including the management of SPCM's Village Apartments (240 beds).

It is expected that the successful candidate will develop MU Events (a new unit established in October 2025) and the synergies between the Accommodation Office and MU Events. They should therefore have a working understanding of the differing challenges of each of these environments. There are routine reports to university management and the Higher Education Authority.

The post holder will be a member of the Estates management team and will have both the Residence Office and MU Events teams reporting to them.

The successful candidate will work closely with other senior managers to provide leadership and management of Student Accommodation and MU Events with a focus on value for money and good customer service.

Principal Duties

Administrative and other duties:

The principal duties attached to the post will include, but are not limited to:

Key Responsibilities:

Student Accommodation – On-campus

- To contribute to the preparation, development and implementation of University policies and procedures in relation to student accommodation;
- To organise and manage the allocation and distribution of on-campus student accommodation in accordance with University policy
- To organise an efficient and informative check-in and orientation process for all campus residents;
- To ensure that appropriate tenancy agreements are signed by all residents and registered with RTB complying with all relevant governance;
- To arrange for rents to be approved annually by the University Executive and compliant with all relevant governance;
- To ensure that all necessary maintenance and repair work is carried out in the on-campus student accommodation in a timely and cost-effective manner in collaboration with fellow Estates colleagues and procured suppliers;
- Participate in the selection and management of the procurement process of suppliers as it arises
- To arrange for inspection of on-campus accommodation, as appropriate;
- To make recommendations to the University, in consultation with the Director of Estates, on a planned and ongoing refurbishment programme;
- To keep up-to-date on best practice and legislative changes in relation to the operation and management of on-campus student accommodation;



- To inform students on the welfare and support services available on campus and to refer students to these services, as appropriate;
- To develop and implement appropriate processes for the management of all cases of inappropriate behaviour by residents;
- To liaise with SPCM (St. Patrick's College Maynooth) on matters related to student accommodation, as appropriate.

MU Events

- Lead, motivate and develop the new MU Events team from the ground-up to ensure all MU events are of high quality and meet professional standards;
- Optimising appropriate summer occupancy and business planning for events at the University developing a pipeline of appropriate events and summer business
- Develop and ensure correct protocols and processes are in place for the successful execution of a range of events hosted by the University;
- Working in partnership with internal and external stakeholders, take responsibility for the planning, delivery and support of a wide range of high quality, professional in-person and online events;
- Guide and advise MU departments on how to successfully organise and run university events; develop an events planning toolkit for units across the University;
- Manage and coordinate suppliers and all event logistics; develop a team that will troubleshoot on the day of the event, designating event leads who are present on site throughout to manage timings, schedules and ultimately ensure events run smoothly; organise event infrastructure and facilities; pre- and post-event set-up, removal and evaluation. This will involve setting up event support frameworks with appropriate support suppliers;
- Develop processes for events budgeting and ensuring clients are aware of costs;
- Develop and embed events evaluation tools and metrics to measure event successes and items that could be improved striving for continuous improvement;
- Report to a series of Key Performance Indicators (KPIs);
- Establish events promotion processes and resources needed, working with the External Relations Office to build support services for publicising and promoting events;
- Ensure all insurance, legal, health and safety obligations are followed;
- Other duties as assigned and as the function develops;
- Given the nature of events management, post holder will need to be flexible in working hours, with some weekend and evening work required.

Systems and Office Management

- To maintain appropriate records of all on-campus accommodation allocated, and the associated rents paid and/or due;
- To contribute to the development of a specification, and implementation of an appropriate Facilities Management System within Hospitality that can serve the Accommodation Office and MU Events;
- To work with colleagues in Estates to implement an integrated approach to support services;



- To oversee the implementation of an appropriate stock control system;
- To develop and maintain an appropriate website, ensuring accurate and timely publication of relevant information;
- To ensure that all staff have the relevant access and training to use all data collection and reporting systems;
- To contribute to the development of University policy and procedures for example in relation to the collection of rents in student accommodation;
- To arrange for the timely collection of all income (rents and monies due), and to report regularly to the Director and Bursar;
- To manage and control all expenditure associated with the operation of Maynooth University assets for both the MU Events business and the Student Accommodation business;
- To develop and implement a process for documenting and managing all queries and complaints and achieving a full quality control process

Staff

- To be responsible for the efficient management of the staff within the Accommodation Office;
- To advise on, organise and participate in staff development programmes, cross training and succession planning across all roles as appropriate;
- To draw up an operational plan for the office, in consultation with all staff, and to allocate responsibility for blocks of work as appropriate, ensuring that all staff are suitably informed and trained about the work of the Office;

General

- To report and provide information on the services and operation of the Accommodation Office as required by the Director;
- To be a member of relevant University Committees as required;
- To contribute to the planning and development of Estates;
- To undertake other duties as may be assigned from time to time by the Director.

The ideal candidate will have:

Essential

- Relevant third level qualification or relevant equivalent experience
- A minimum of three years experience of managing a team and an operation of similar scale and complexity;
- Excellent interpersonal and communication (written and oral) skills;
- Excellent IT skills (e.g. MS Word, MS Excel, email, web maintenance, use of databases and associated report writer tools);
- Excellent time management and organisational skills;
- The ability to work with confidential data in an appropriate manner.



- An understanding of the higher education landscape and our distinctive drivers, audiences and needs;
- An understanding of the regulatory environment for operating tenancies, rents and hospitality
- Experience or proven ability to manage budgets (of relevant scale), monitor expenditures, and collect all income;
- Excel at cultivating and maintaining good working relationships with all stakeholders;
- Outstanding organisational, time management and problem-solving skills;
- Well-developed operational management expertise, capable of delivering multiple projects simultaneously, prioritising workloads, and working effectively under pressure and time constraint;
- Strong attention to detail and accuracy;
- An ability to work well both independently and as a team in a multi-cultural environment.

Desirable

- A primary degree in a relevant field
- Experience managing digital events;
- Past experience working in a higher education environment.
- Recognised health and safety qualification / training
- Experience in change management and transformation for service improvement
- Experience in delivering different types of indoor and outdoor events from events on green-field sites to supported events in an established venue;
- Experience in preparing event management plans and acting as event controller;
- A demonstrable understanding of the regulations / codes of practice surrounding events (e.g. fire safety, food safety, outdoor, indoor and sports events codes of practice);

In addition to the above, the candidate should have an understanding of and empathy with the mission, ethos and overall customer service approach.

Estates

The Estates Department is one of the largest service departments in the University and is responsible for the co-ordination, delivery and management of essential services to the Academic, Administrative and Corporate functions of both Maynooth University and St. Patrick's College Maynooth.

Services provided include, grounds and buildings maintenance, cleaning, photocopying and post, audio-visual, transport, boardroom reservations, energy management, sustainability, waste management and traffic management.

Estates encompasses Campus and Commercial Services, Residences, Campus Development, Security and Health and Safety and MU Events.



The University



Maynooth University is a very distinctive university, a collegial institution focused on science and engineering, humanities, and social sciences, and equally committed to research, teaching and community engagement. Located in Ireland's only university town, its distinctive features and character owe much to its unique history and heritage. It provides a high-quality educational experience to over 17,000 students on a campus with 18th century roots and 21st century dynamism.

Maynooth University is a place of lively contrasts – a modern institution, dynamic, rapidly-growing, research-led and engaged, yet grounded in historic academic strengths and scholarly traditions. We offer a range of programmes at undergraduate, postgraduate and doctoral level in the humanities, science and engineering and social sciences, including business, law and education, along with a range of international programmes and partnerships.

The strategic trajectory and accomplishments of Maynooth University, since its establishment as an autonomous public university, are exceptional and a source of great pride to the university community, staff, students and alumni. Maynooth University ranked in the top 90 global Times Higher Education (THE) Young University rankings in 2024. Maynooth University's growing global reputation is based on the originality, quality, importance and impact of its research and scholarship, commitment to teaching and learning, the quality of academic programmes, and its leadership in widening participation in higher education. The sources of success are the dedication of its staff and the energy and engagement of its students.

Maynooth University's Values

Our values define who we are, what we believe in and how we act as a community. They underpin our future success and guide our expectations of ourselves and each other. Our values apply to everyone in the University community:

- Integrity
- Collegiality
- Responsibility



- Freedom of expression
- Ambition

Maynooth University Strategic Plan 2023 – 2028

The University's Strategic Plan 2023 - 2028 builds on our rich academic history and strong foundations to set out an ambitious and forward-looking path for the future of our University. This roadmap underscores our commitment to adapt to a changing world while staying true to our values. Our vision is to be a university of excellence, opportunity and impact, having a significant stake in all three. For more information about Maynooth University's future direction, please visit: <https://strategy.maynoothuniversity.ie/>

Our Strategic Plan sets out an ambition to be an excellent place to learn and work, and an inclusive community where students and staff can flourish and make a distinctive contribution to the national system of higher education and the public good. Achieving this requires staff to have a strong sense of connection to the University and support from colleagues. We recognise that our people are our greatest resource and actively seeks to attract, develop, and retain a talented workforce by creating a positive and welcoming University environment. As well as offering a competitive salary, access to a public sector pension scheme, and annual leave allowance, the University also provides other facilities and benefits including, but not limited to:

- Family-friendly leave schemes
- Tax Saver travel scheme and Cycle to Work scheme
- On-campus crèche
- On-campus restaurants and coffee shops
- Employee Assistance Programme
- Health and Well-Being programmes
- Education support opportunities
- Continuous Professional Development opportunities, including leadership programmes, mentoring, Aurora programme.
- Study and Exam leave
- Sports facilities and gym

To learn more about being part of the Maynooth University team, please visit our website at <https://www.maynoothuniversity.ie/human-resources/come-work-with-us>

Selection and Appointment

- Only shortlisted candidates will be invited to attend for interview;
- Candidates invited for interview will be required to make a brief presentation;
- It is anticipated that interviews will be held in June 2026;



- The appointment is expected to be effective as soon as possible thereafter.

Equality and Diversity

Maynooth University actively works to ensure equality, celebrate the diversity of our community, and promote inclusion. To learn more about our commitment to Equality and Diversity, please read the Maynooth University [Equality and Diversity Policy / Polasaí Comhionannais agus Éagsúlachta](#), our policy on the [Employment of People with Disabilities](#), and our [Race and Equality action plans](#). We aim to reflect the diversity of the community we serve and welcome applications from all individuals across our society.

Maynooth University is an equal opportunities employer and is committed to supporting applicants to enable their full participation in the recruitment process. Applicants are invited to disclose a disability during the recruitment process to ensure adequate measures are in place to enable their full participation.

Terms and Conditions

Tenure	This is a full-time permanent post.
Salary	Senior Administrative IV (2026): €70,734 - €112,314 (7 points) Appointments will be made in accordance with public sector pay provisions.
Hours of work	A 35-hour working week is in operation in respect of full-time positions (pro-rated for part-time positions). This can be reviewed or adjusted from time to time through national agreements.
Location	The place of work is the campus of Maynooth University, Maynooth, Co. Kildare.
Annual Leave	Annual leave and public holidays are provided for in the University policy: https://www.maynoothuniversity.ie/human-resources/policies/annual-leave-policy Annual leave will be allocated on a pro-rata basis for part-time and temporary positions.
University policies and schemes	Employees of the University will be subject to the terms of the University policies and schemes, available on the University website at:



	<p>https://www.maynoothuniversity.ie/university-policies</p> <p>https://www.maynoothuniversity.ie/human-resources/policies</p>
Pension	<p>This is a pensionable post. Employees of the University will enter into a public sector pension scheme, and as such, applicants must ensure they are eligible to become a member of a public sector pension scheme for the duration of the appointment. Details of the public sector pension schemes are available at: https://www.maynoothuniversity.ie/human-resources/pension-information</p>
Eligibility	<p>Applications from non-EEA citizens are welcomed, applicants should note that eligibility is determined by the Department of Enterprise, Trade and Employment. Further information regarding eligibility is available at: https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits/employment-permit-eligibility/</p> <p>Non-EEA applicants are responsible for ensuring they can secure a visa to travel to Ireland. Any offer of employment is conditional on applicants securing the appropriate employment permissions.</p> <p>Former Irish Public Service employees - Certain Restrictions on Eligibility</p> <p>Eligibility of applicants formerly employed by an Irish Public Sector body, and who availed of an Irish Public Service Redundancy or Incentivised Retirement Scheme under the Schemes below, may be affected:</p> <ul style="list-style-type: none"> • Collective Agreement: Redundancy Payments to Public Servants • Incentivised Scheme for Early Retirement (ISER) • Department of Health and Children Circular (7/2010) • Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013) <p>Applicants should ensure that they are eligible to be re-engaged in the Irish Public Service under the terms of such Schemes. Applicants should address queries with their former Irish Public Sector employer.</p>
Garda vetting	Garda vetting or clearance may be required by the University.
Medical	The University may require a medical examination as a condition of employment.

Data Protection Law



Applications to the University will be treated in accordance with the University Data Protection Policies. For information on the University's Data Protection Policies and Privacy Notice, please see our website: <https://www.maynoothuniversity.ie/data-protection>

Application Procedure

Closing Date:

23:30hrs (local Irish time) on **Monday 8th of June 2026.**

Please note all applications must be made via our **Online Recruitment Portal** at the following link:

<https://www.maynoothuniversity.ie/human-resources/vacancies>

Applications must be submitted by the closing date and time specified above. Any applications which are still in progress at the closing time on the specified closing date will be cancelled automatically by the system.

Late applications will not be accepted.

Maynooth University is an equal opportunities employer.

The position is subject to the Statutes of the University

