



CAMPUS RESIDENCES DESIGNATED



ACTIVITY COMPANY

#JOB-2471051



CAMPUS RESIDENTS DAC, Sports Complex,
Dcu Glasnevin Campus, Dublin 9, D09 W6Y4



No of positions : 1



Paid Position



33.75 hours per week



36605.00 Euro Annually



21/09/2026



19/10/2026

How to apply

Application Method :

Not available



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Reservations Lead

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Key Responsibilities

Lead the day-to-day operations of the Reservations Office and ensure all reservation activity is managed accurately and efficiently.

Manage accommodation availability and room inventory across approximately 1,400 rooms available through direct and third-party booking channels.

Work closely with the Business Development Manager and Revenue Manager to manage occupancy, room rates and revenue performance.

Lead, train and manage the reservations team, including rostering, performance management and setting individual and departmental targets.

Hold full accountability for the accommodation revenue budget, setting annual rate and inventory strategy and reporting on performance to senior management.

Analyse market demand and competitor pricing to determine the standard, positioning and cost of accommodation offered, with authority to adjust strategy across all booking channels.

Monitor and yield accommodation rates throughout the year based on demand, occupancy levels, seasonal trends and upcoming events.

Manage and maintain the PMS, booking engine, channel manager and third-party booking websites, ensuring rates, availability and reservations are accurately reflected.

Oversee reservation records including booking pick-up, cancellations, no-shows, booking sources and promotional codes.

Take responsibility for the year-round management of visitor rooms in Glasnevin and maximise associated sales opportunities.

Ensure all individual and group reservations, contracts, booking documentation and correspondence are accurately completed and maintained.

Identify opportunities to increase accommodation revenue through upselling, direct bookings, promotions and effective inventory management.

Coordinate with Front Office, Sales, Conferences and other departments to ensure guest and

operational requirements are communicated effectively.

Resolve reservation-related guest and client issues and ensure appropriate service standards are maintained.

Support the improvement of reservation procedures, systems and workflows to enhance operational efficiency and revenue performance.

About You

Previous experience in reservations, accommodation operations, revenue management or a similar hospitality environment.

Strong experience in rate yielding, room inventory management and booking channel management.

Experience using PMS systems, booking engines, channel managers and third-party booking platforms.

Strong commercial awareness with an understanding of occupancy, pricing and revenue optimisation.

Strong leadership, organisational and coordination skills.

Excellent communication and customer service skills.

Strong attention to detail and ability to maintain accurate reservation and operational records.

Ability to work independently while coordinating effectively with management and wider operational teams.

Strong computer and reservation system skills.

- This vacancy is suitable for Remote/Blended working
- **Sector:** accommodation and food service activities

Career Level

- Managerial

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 5
- **Minimum Qualification:** Level 7 (incl Diploma & Ordinary Bachelor Degree)

(Desirable)

- **Ability Skills:** Communications, Computer Literacy, Customer Service, Hospitality
- **Competency Skills:** Decision Making, Leadership, Management