JOB DESCRIPTION

Performer – Costume Character/Mascot

**SITE: W5 part of the Odyssey Group**

**LOCATION: Queen’s Quay, Belfast, BT3 9QQ**

**REPORTING TO: Visitor Experience Manager**

**RESPONSIBLE TO: Duty Manager**

**TERMS: Three-month contract (July-September). Due to the 7-day nature of the business, shifts will include working weekends, bank holidays and peak holiday seasons**

**DATE: June 2025**

**OVERALL PURPOSE OF THE JOB:**

**Become Part of W5’s Exciting New Adventure: *A Puffin Rock Summer!***

Bring the beloved Puffin Rock character **Oona** to life for W5’s summer season! If you love making children smile, enjoy performing, and have the energy and enthusiasm to embody a well-known animated character, this could be the perfect role for you.

Oona will make regular appearances at Meet & Greet events to delight young fans and create memorable family moments. You will perform in a professional mascot costume and interact with guests of all ages through body language, movement, and character presence. This is a non-speaking role that relies on strong physicality, charm, and child-friendly engagement.

We’re seeking enthusiastic and passionate individuals to help bring this animated character to life. In this role, you’ll morph yourself into a puffin by stepping inside a mascot costume, controlling its actions and interacting visitors of all ages. This role is centred around elite visitor interaction, so strong improvisational skills and a flair for engaging audiences are essential!

The Odyssey Trust group of companies is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues and stakeholders. These principles will be developed with all to support outstanding customer service. All colleagues are expected to commit to the core values shown below:

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| **Core Value** | **Our Behaviour** | **What it means for our Customers** |
| **Positivity** | Smile, can do, have fun | We will always be helpful, welcoming & enthusiastic |
| **Integrity** | Deliver on our promises | We will be trustworthy & respectful |
| **Commitment** | Go above & beyond | We will go the extra mile |
| **Innovation** | Find new ways to be better | We will always learn & improve |
| **Teamwork** | Together we achieve more | We will work together to put you first |

**MAIN DUTIES**

* Perform as **Oona**, the mascot character from Puffin Rock, interacting warmly and appropriately with guests, especially young children and families.
* Participate in meet-and-greet experiences, photo opportunities, and promotional appearances.
* Use body language and movement to express the character’s personality and emotions while remaining in costume.
* Follow a scripted character profile and behavioural guidelines to stay "in character" at all times.
* Maintain costume cleanliness and report any damage or issues.
* Attend rehearsals and training sessions as required.
* Adhere to all safeguarding, health and safety, and visitor care policies.
* Support the wider W5 team and participate in general visitor experience duties when required.
* Any other duties as requested by your Line Manager

All OTC staff are expected to:

* Maintain excellent working relationships with other staff and volunteers.
* Ensure the delivery of BEET to all our customers and be committed to the Odyssey ethos and objectives.
* Be committed to and work in accordance with our Safeguarding, Health & Safety, Equality and other established policies and procedures.
* Be flexible undertake such other duties that may be required including occasionally working evenings, weekends and public holidays, if required.

**SELECTION CRITERIA**

## Essential Criteria

* A positive can-do attitude towards customers; with a willingness to go the extra mile for a diverse range of customer groups.
* Enjoy working in a busy team, taking pride in a job well done.
* Flexible approach, this role will have a rota includes evenings, weekend and holiday.
* A real flair for improvisation
* To be comfortable wearing a costume whilst interacting with guests
* Due to the size limits of the Oona costume, your height must be within the following height range: 5’1" to 5'3", a level of strength is also required to move around this costume.
* Fun and energetic
* Ability to use gesture and body language to convey meaning.
* An ability to interact with a wide range of customers of differing ages and backgrounds
* An ability to read social cues, to judge the level of interaction customers want
* Ability to stay in character while in public areas of W5
* Reliable timekeeper
* Excellent personal hygiene
* Team player

***Salary***

**£13.25 per hour**