JOB DESCRIPTION

**Security & Safety Operations Co-ordinator**

**SITE: Odyssey Group**

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

**RESPONSIBLE TO: Health & Safety Lead**

**TERMS: Part-time, 20 hours per week, (e.g. 4 hours per day, Monday to Friday) with some flexibility to meet operational requirements**

**DATE: October 2025**

**OVERALL PURPOSE OF THE JOB:**

The Security & Safety Operations Coordinator will provide operational and administrative support across health & safety, security and sustainability business functions. This role ensures operational efficiency, effective communication, accurate data collation, and timely reporting to support compliance and organisational objectives.

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:

|  |  |  |
| --- | --- | --- |
| **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**

*Operational Coordination & Support*

* Assist with coordination of activities across safety, security, and sustainability functions.
* Monitor, review, and respond to operational logs and incident reports to ensure timely action, escalation, and resolution of issues.
* Support access card programming and access control administration.
* Assist with contract management administration and training coordination.
* Support the Health & Safety Lead in the development, maintenance, and continuous improvement of the organisation’s Health & Safety Management System (HSMS) across all operational areas.
* Manage content creation for internal communications relating to safety and security.

*Stakeholder Engagement & Follow-Up*

* Liaise with internal teams, delivery partners, and control room personnel to ensure coordinated responses to operational needs and incidents.
* Maintain strong working relationships with key stakeholders to support information flow, operational readiness, and compliance requirements.

*Meeting & Event Administration*

* Schedule and coordinate meetings, prepare agendas, and record minutes for committees, working groups and meetings.
* Manage presentation material preparation for meetings and stakeholder updates.

*Data Management & Reporting*

* Collate and maintain accurate operational data from systems such as Halo event logs.
* Produce dashboards, reports, and presentation materials for monthly, quarterly, and committee updates.
* Track and report on key performance indicators (KPIs) to ensure timely and consistent outputs.

*Document & Financial Administration*

* Maintain document control processes, ensuring accurate record-keeping and compliance.
* Process invoices, track expenses, and maintain routine financial documentation.
* **Monitor and report on departmental budgets.**
* Assist with preparing budget summaries or reports for management as 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

* Experience working within a safety, security, or events team, or in a similarly operational role
* Strong organisational skills with the ability to manage multiple priorities and deadlines.
* Proven ability to work both independently and collaboratively within a team environment.
* Ability to maintain confidentiality and handle sensitive information with integrity.
* Ability to collect, interpret, and present operational and performance data clearly.
* Strong written and verbal communication skills for reports, meeting minutes, and stakeholder correspondence.
* Experience in scheduling, meeting coordination, and document control processes.
* Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word, Outlook) and familiarity with SharePoint for document management, collaboration, and internal communications.
* Knowledge of financial administration processes.

## Desirable Criteria

* Understanding of Health & Safety or Security compliance frameworks and regulatory requirements.
* Familiarity with incident/event logging systems (e.g., Halo) or access control systems.
* Experience supporting large-scale events or multi-site operations.
* Previous exposure to working with control room operations.
* Understanding of audit requirements.
* Knowledge of KPI tracking, dashboard creation, and performance reporting.
* Awareness of sustainability initiatives and operational best practices.
* Experience creating internal communications content.

***Key Attributes***

1. Attention to Detail
2. Organisational Skills
3. Confidentiality & Integrity
4. Risk & Compliance Awareness
5. Clear Communication
6. Stakeholder Management
7. Data Literacy and Systems Proficiency

***Salary***

Circa £25,000 pro rata, per annum dependent on experience

**COMPANY BENEFITS**

The Odyssey Group has a range of benefits which it offers to full and part time staff:

* Free car parking.
* 33% Discount in the W5 cafe, including coffee and 10% discount in the W5 shop.
* Complimentary tickets to Belfast Giants and friends and family access to W5.
* Holidays commence at 31 days per year rising to 34 [prorata for part time staff.]
* Company paid social events.
* Contributory pension scheme, life assurance and paid sickness benefit.
* A comprehensive health cash plan plus Winter Flu Vaccination Scheme.