JOB DESCRIPTION

Casual Food & Beverage Crew (including bar Staff)

PLEASE NOTE APPLICANTS SHOULD BE AGED 18 AND OVER

**SITE: SSE Arena Belfast part of the Odyssey Group**

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

**RESPONSIBLE TO: Designated F&B Managers & Supervisors**

**TERMS: Hours of work as and when required to meet the needs of the event calendar**

**INTERVIEW DATE: Tuesday 19th August 2025 from 4 – 7 pm**

The roles include:

Food Preparation Crew

Counter Staff

Hospitality Staff

Bar Staff

**BACKGROUND INFORMATION**

The SSE Arena, Belfast is Northern Ireland’s premier indoor sports and entertainment venue. We are currently recruiting for Food and Beverage Crew. The role requires the highest standard of customer service and can range from working on the concourse, corporate hospitality, catering and with training and experience there is an opportunity for taking on a supervisory role. As the roles are on a casual basis, shifts are available as and when required - when events take place.

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**

* Deliver the highest level of customer service to all patrons of the Arena, in a courteous, professional, and efficient manner.
* Assist colleagues and managers within the SSE Arena and the wider Odyssey Trust Group, maintaining good working relationships and the highest levels of customer care.
* Ensure cleanliness of all working areas, undertaking cleaning duties as required.
* Comply with the Arena’s policies, procedures and regulations as required; in particular security and fire regulations; Health and Safety and Licensing legislation and cash handling procedures.
* Undertake any other duties and training as may be reasonably requested by your Line Manager

**NOTE**

* There may be an opportunity to develop skills moving into a more specialised area or taking on a supervisory role. When opportunities arise for these vacancies, they will be allocated based on experience and a positive, can-do attitude.

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

* Due to the alcohol licencing laws candidates working must be 18+.
* Demonstrate good interpersonal and communication skills.
* Demonstrate a positive attitude.
* Available to work weekends and evenings to cover events schedule.

## Desirable Criteria

* Experience of cash handling.
* Experience of food and beverage environment.
* Basic Food Hygiene Certificate.
* Experience of a customer facing environment.
* Experience of Corporate hospitality, catering, or bar work.
* Supervisory Experience [if interested in this level of role].

***Salary***

£12.25 per hour

***Benefits of working at the SSE Arena Belfast:***

* WorldHost Principles of Customer Service Training
* Level 2 Food Hygiene Certification
* Discounted carparking during shifts
* Employee of the Month & other incentive schemes
* Flexible working pattern
* Competitive pay rate
* Potential for career progression within the organisation
* Biweekly payment

*& much more…*