JOB DESCRIPTION

Car Park Supervisor

**SITE: Odyssey Trust**

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

**RESPONSIBLE TO: Car Park Manager**

**TERMS: 40 hours per week. Working over a 7-day week**

**DATE: August 2025**

**INTERVIEWS WILL BE HELD ON: 3rd September 2025**

**OVERALL PURPOSE OF THE JOB:**

This is a crucial customer facing role which involves assisting the Car Park Manager in overseeing a 1500 space car park and manning the car park office over a 7-day rota. The role includes the regular supervision of stewards for busy events.

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**

* Dealing with customer attending events and annual customer, resolving problems and delivering excellent customer service and BEET.
* Maintaining a 1500 space car park including, the office area, pay and barrier equipment and consumables, surfaces and boarder areas are clean, tidy and maintained to the highest standard.
* Supervising 3rd party contract staff during busy events, ensure customer interact is at the required level to deliver BEET, directing and helping priorities duties.
* Operate the car park to the highest standards, logging faults and implementing a follow up procedure
* Completing a range of cash handling and administrative duties including updating and maintaining the carpark computer management system, issuing and updating passes and processing payments.
* Producing regular and ad hoc reports using the car park computer management system
* Operating CCTV camera to oversee carpark areas at the Odyssey complex
* Monitor and Respond to the Customer Relationship Management (CRM) system in relation to compliments, complaints and general queries.
* Driving within Odyssey site [if licence allows.]
* 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 working evenings, weekends and public holidays, if required.

**SELECTION CRITERIA**

## Essential Criteria

* A minimum of 1 years’ experience in a similar role maintaining a busy municipal space
* Experience of delivering excellent customer service
* An ability to work without supervision directing external contractors
* Be flexible working over a 7-day rota with unsociable hours to meet the requirements of the role
* Working outdoors in all weather conditions

***Desirable Criteria***

* SIA Licence
* A licence for driving a short wheeled base van.

***Salary***

£26,775 per annum

***Benefits***

The Odyssey Group has a range of benefits which it offers to full and part time staff[[1]](#footnote-1).

* 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 [pro rata 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.
* Salary Sacrifice including pensions, holiday and cycle to work schemes.
1. [Some T&Cs and qualifying periods may apply] [↑](#footnote-ref-1)