



JOB DESCRIPTION

Casual Café Crew

SITE: The O2 Belfast
LOCATION: Queen's Quay, Belfast, BT3 9QQ
REPORTING TO: Food & Beverage Manager
TERMS: Casual role hours will include weekdays, weekends and evenings.
DATE: October 2026

OVERALL PURPOSE OF THE JOB:

Reporting to the Food and Beverage Supervisor, this casual worker will deliver excellent customer service mainly within W5's Café and Coffee dock areas and also supporting the food and beverage offering for corporate events across the site. This includes but not limited to queue times, speed of service, product knowledge as well as complaint handling. The role requires the highest level of customer care.

Odyssey Core Values

The company is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues and stakeholders. The principles below are expected from all colleagues, to support outstanding customer service.

BEET Values	Behaviours	What it means
Be All In	How we perform	We commit fully to everything we do. We show up with purpose, with integrity and give our best effort. We do the right thing, even when nobody is watching
Every Moment Matters	How we treat each other	Every interaction counts, with our colleagues, customers and our partners. We listen, we respect and we make every person feel valued.
Exceed Yesterday	How we develop	We take pride in doing the fundamentals well, then push further, exploring new ideas and innovations to keep improving, as individuals and as an organisation.
Together We're Stronger	How we collaborate	We succeed more as a collective than we ever could alone. We trust each other, communicate openly and celebrate our wins because we achieved them together.

KEY RESPONSIBILITIES

- Provide friendly, welcoming and efficient customer service, helping to create a positive experience for every visitor.
- Take orders, process transactions and assist with cash handling accurately.
- Prepare and present food and quality hot drinks in line with our current café offering.
- Maintain high standards of cleanliness, hygiene, presentation and personal appearance across all Food & Beverage areas.
- Replenish stock to ensure cafés and event areas are fully prepared and operating smoothly.
- Assist with the setup and delivery of birthday parties, corporate events, functions and outside catering across W5.



- Work closely with colleagues, Visitor Services, Facilities and other departments to ensure BEET – Best Experience Every Time.
- Follow all operational, food safety and hygiene procedures and stay up to date with business communications.
- Support the wider Food & Beverage team with general administration.
- Be flexible in undertaking additional duties as required by the line manager.
- Work evenings, weekends and public holidays where required to support event delivery.

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.

What We're Looking For

- A friendly, enthusiastic and customer-focused approach.
- A willingness to be flexible and available for day shifts, evenings, weekends and during busy holiday periods.
- Previous experience in retail, hospitality or customer service is advantageous but not essential.
- Barista experience would be beneficial.
- Organised, reliable and able to work efficiently in a busy, fast-paced environment.
- High standards of cleanliness, presentation and attention to detail.
- Comfortable working independently and as part of a team, with the confidence to use your initiative.

No two days are the same at W5! One day you could be serving coffee in the café, the next helping with a birthday party or supporting a corporate event. The role is varied, busy and hands-on, and you'll be part of a team that helps make sure our visitors have the best experience from the moment they arrive. If you're friendly, reliable and enjoy working with people, you'll fit right in!

Salary

- £12.75 per hour