JOB DESCRIPTION

**Premium Hospitality Host**

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

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

**RESPONSIBLE TO: Premium Sales Executive**

**TERMS: Casual Position and hours will be based on the SSE Arena’s event calendar.**

**DATE: August 2025**

**OVERALL PURPOSE OF THE JOB:**

This is an exciting role within The SSE Arena, delivering a great guest experience within Premium Hospitality Suites and Lounges on event/show nights.

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**

* Provide the highest level of Hospitality and customer service to our premium guests throughout all events and Belfast Giants games.
* Operate in the Premium Areas on show nights but be flexible to support elsewhere when/if required
* Working alongside Event Sec security stewards to keep guests safe and meet security protocol
* Communicate with the Events Manager on Duty and complete end of night suite report, flagging any issues through the appropriate channels to ensure the continuous improvement at premium level.
* Responsible for handling on the night general customer enquiries, resolve ticketing enquiries and handling accessibility queries.
* Work closely with the Premium Sales Executive to understand event briefs and requirements prior to event/show.

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

* 3 months’ experience within the Hospitality, Retail or Tourism sector.
* Experience of providing an excellent standard of Customer Service.
* Experience of engaging with a diverse audience.

***Salary***

£13.25 per hour

***Benefits***

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

* Discounted car parking during shifts
* Competitive pay rate
* Biweekly payment

*& much more…*