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**DO YOU WANT TO WORK IN A FAST PACED, DYNAMIC ENVIROMENT WHERE NO TWO DAYS ARE THE SAME?**

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**RETAIL ASSISTANT TEAM MEMBER INFORMATION PACK**

**APPLICATIONS OPEN**

**6th October 2025**

**CLOSING DATE FOR APPLICATIONS**

**15th October 2025**

**INTERVIEWS WILL BE HELD**

**Week Beginning 20th October 2025**

**SALARY**

**£12.48 per hour**

**ODYSSEY TRUST STAFF EXPECTATIONS**

* Provide outstanding customer service
* Maintain excellent working relationships with other staff and volunteers.
* Work across the Odyssey group to ensure BEET and its delivery.
* 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.

**CORE VALUES**

The Odyssey Trust group is committed to the core ideology of BEET, Best Experience Every Time for Customers, Colleagues and Stakeholders.

**POSITIVITY** – Smile, can do, have fun. We will always be helpful, welcoming and enthusiastic.

**INTEGRITY** – Deliver on our promise. We will be trustworthy and respectful.

**COMMITMENT** – Go above and beyond. We will go the extra mile.

**INNOVATION** – Find new ways to be better. We will always learn and improve.

**TEAMWORK** – Together we achieve more. We will work together to put you first.

**JOB DESCRIPTION**

**Retail Assistant Team Member**

**SITE: W5 - Odyssey Group**

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

**RESPONSIBLE TO: Visitor Experience Manager**

**TERMS: Full time hours at approx. 37.5 hours per week**

**DATE: October 2025**

**OVERALL PURPOSE OF THE JOB:**

This is an exciting opportunity to be part of the retail team at W5. We are looking for staff members who are excited to interact with visitors.

**MAIN DUTIES:**

**Engage with visitors throughout W5 undertaking the following duties: -**

* Price all goods for sale in line with retail price list to ensure the company receives the correct income.
* Ensure shop is open during specified service times to meet company requirements.
* Carry out stock takes as required to account for all stock sold and carried.
* Complete all necessary sales controls and documentation.
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers.
* Keep the shop clean and tidy at all times to display a professional Company image.
* Display merchandising material as directed to promote specified products.
* Comply with all Company and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH.  This will include awareness of any specific hazards in the workplace.
* Work as a team to promote harmonious working relationships within the W5 team.
* Assist at any special ad-hoc functions, some of which may occur outside working hours.
* Any other duties as requested by your Line Manager.

**SELECTION CRITERIA**

**ESSENTIAL CRITERIA**

* Previous experience in customer facing retail and/or customer service outlets.
* Excellent customer service and communication skills.
* Ability to make an excellent first impression, be proactive, able to multitask, numerate and demonstrate the ability to work efficiently and accurately in a fast-paced service driven environment.
* Ability to work as part of a team and on own initiative.

**DESIRABLE CRITERIA**

Where the number of applications received warrants, W5 reserves the right to apply the following desirable criteria: -

* Cash handling 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.

**Salary - £12.48 per hour**