**JOB DESCRIPTION**

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



**CORE VALUES**

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

**POSITIVITY** – Smile, can do. 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.

**DUTY MANAGER**

**VISITOR EXPERIENCE**

**INFORMATION PACK**

**APPLICATIONS OPEN**

9th August 2022

**CLOSING DATE FOR APPLICATIONS**

21st August 2022

**INTERVIEWS WILL BE HELD ON**

31st August 2022

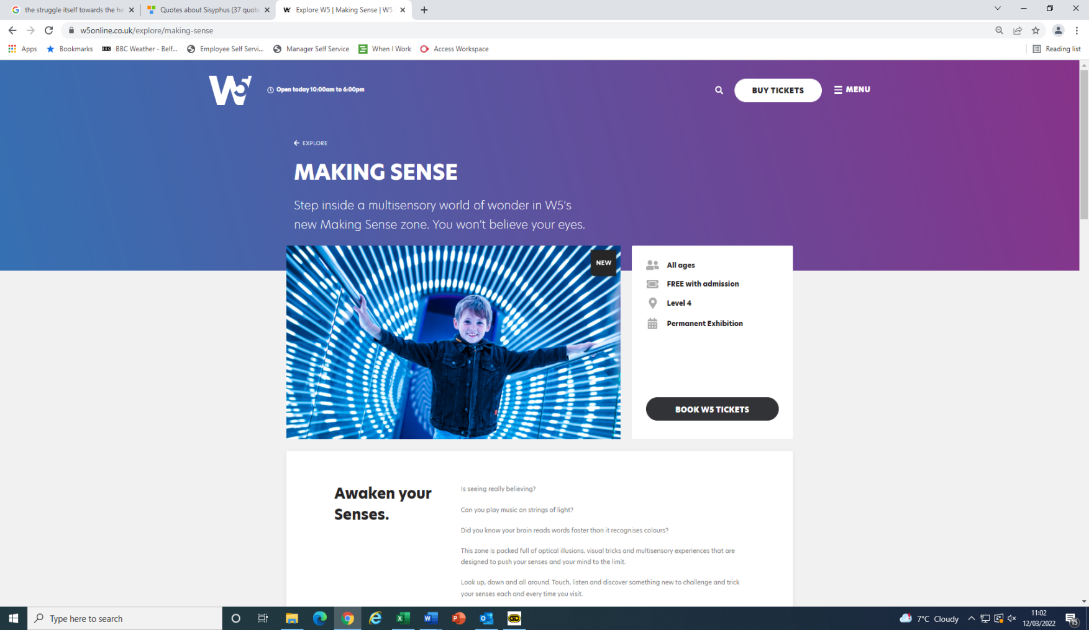
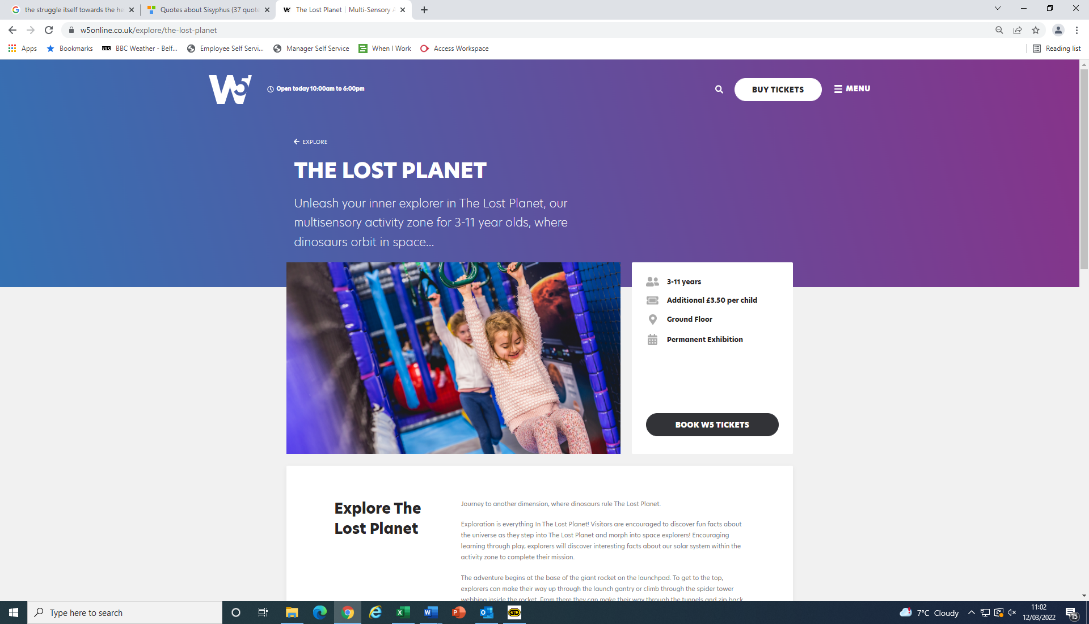
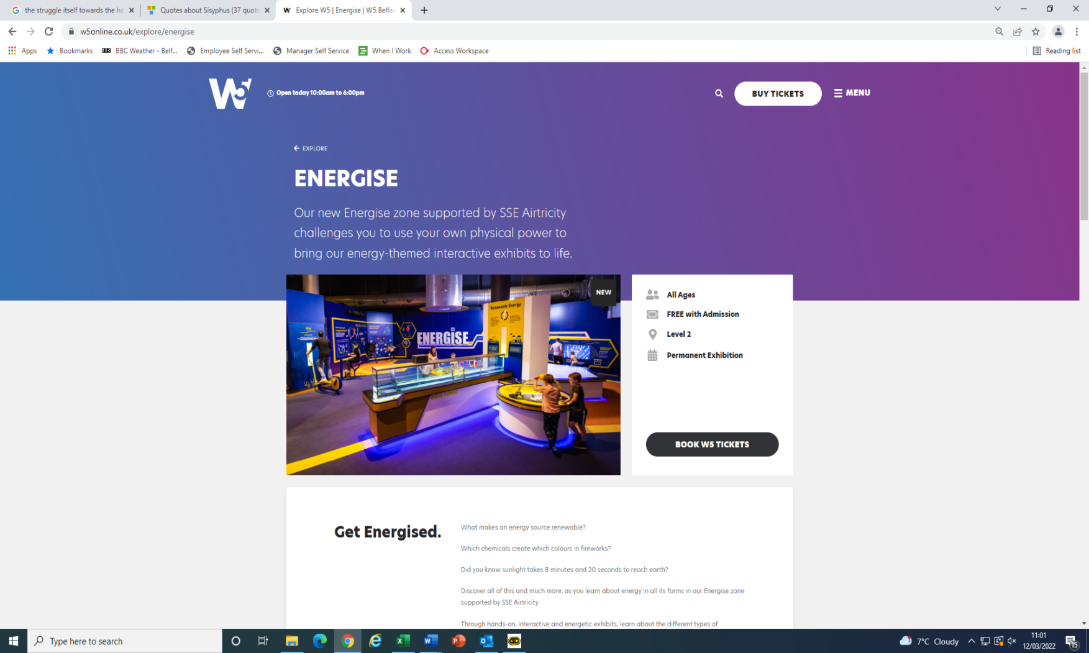
**COMMENCEMENT DATE**ASAP

**SALARY**

Circa £21,000 depend on experience

**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, as required.



**Duty Manager – Visitor Experience**

**SITE: W5 - Odyssey Group**

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

**RESPONSIBLE TO: Operations Manager**

**TERMS: Full time 162.5 hours per month including weekends & evenings. [Part time will be considered.]**

**DATE: August 2022**

**OVERALL PURPOSE OF THE JOB:**

This is an exciting opportunity to be part of the reimagined W5. We are looking for a Duty Manger who is excited to take on a key management role, interacting with our customers and staff, to deliver BEET [best experience every time] bring a world class experience for visitors across all areas of W5 and the Odyssey group.

**MAIN DUTIES:**

* To carry out daily operational tasks which include – briefings with staff, roster management, staff management, resolving customer inquiries and complaints, general problem solving and implementing innovative solutions.
* Pro-actively organise the day ahead; anticipate visitor numbers/profiles, group visits, corporate events and seasonal events to ensure operational teams are set up to succeed.
* Pre-empt upcoming events to ensure advanced shift planning.
* Ensure the opening and closing procedures for W5 are followed.
* Keep the Operations Manager informed of any relevant information throughout the shift and ensure that the correct handover procedure is followed for other members of the management team.
* Undertake frequent building walkarounds ensuring the building and staff are presented to a world class standard at all times.
* Ensure all Financial procedures are followed; including cashing up tills, movement of money, safe checks, change orders and liaising with external providers.
* Be committed and proactive in the implementation of all Odyssey Group policy and procedures including Safeguarding, Health & Safety and Customer Care.
* Undertake practical duties which relate to Safety and Wellbeing.
  + Be responsible for the systematic evacuation of W5 in the event of an emergency complying with Crisis Management guidelines.
  + Act as a point of contact for staff during Lost Child incidents and escalate if required.
  + Act as a First Aider.
* Act as a point of contact for both internal and external customers to ensure communication is accurate, timely and thoughtful whilst maintaining excellent working relationships with both staff and visitors.
* Undertake Project work to support the Visitor Experience department – such as, managing Lost Property, updating paperwork, create training manuals.
* Be flexible and undertake such reasonable other duties that may be required from time to time in the setting up and operation of W5 and the wider Odyssey Group.

**QUALIFICATIONS AND EXPERIENCE:**

**ESSENTIAL CRITERIA**

A minimum of 6 months experience, working at a supervisory level with 4 GCSEs [at grade C or above] or equivalent.

**OR**

A minimum of 12 months experience, working at a supervisory level.

**PLUS**

* Strong verbal and written communication skills – ability to communicate effectively to a variety of visitors.
* Proven ability to show direction and motivation to others, involving and engaging staff.
* Proven ability to put the visitor first, understand their requirements and expectations.
* Strong organisational skills; a can-do attitude and an eye for detail.
* Strong IT skills with a proven ability in the use of Excel and Word.
* An awareness of Health & Safety and Safeguarding issues which relate to running a building.
* Strong character, patience, and the right and approachable attitude to deal with difficult situations.
* A proactive and flexible approach to work including an ability to work a rota to include evenings, weekends and holiday periods.
* Appointment to these posts will require an Enhanced Disclosure Certificate from AccessNI which meets the standards required by W5.

**DESIRABLE CRITERIA**

* Current First Aid at Work Certificate.
* Experience working in a Visitor Attraction.
* Experience in the use of computer booking and scheduling systems.
* Duty Manager experience within the Retail, Tourism and Hospitality sector.
* Experience managing a large team.

**COMPANY BENEFITS**

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

* Free car parking
* Contributory pension scheme, life assurance, a paid sickness benefit plus a health cash plan.
* Salary Sacrifice including pensions, holiday and cycle to work schemes
* 33% Discount in the W5 café & 10% discount in the W5 shop
* Complimentary tickets to Belfast Giants, friends and family access to W5 and advanced ticketing to Arena events.