JOB DESCRIPTION

Performer

**SITE: W5 part of the Odyssey Group**

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

**RESPONSIBLE TO: Visitor Experience Manager**

**TERMS: Three-month contract (July-September). Due to the 7-day nature of the business, shifts will include working weekends, bank holidays and peak holiday seasons**

**DATE: June 2025**

**OVERALL PURPOSE OF THE JOB:**

**Join the Team Behind W5's Exciting New Experience: *A Puffin Rock Summer***

Become a key part of W5’s live visitor experience team by taking on a variety of performance-based roles designed to engage, entertain, and inspire family audiences. As a Performer, you will bring energy and creativity to every interaction – whether delivering lively storytelling sessions, supporting children’s activities like our Sketch Club, or assisting as a minder for the beloved Oona mascot character from Puffin Rock.

This is a highly interactive role that blends elements of acting, facilitation, and guest engagement. You’ll use improvisation, physical performance, and character work to enhance the visitor journey and ensure a memorable experience for all. If you love performing, are great with children, and thrive in a fast-paced public setting, we’d love to have you as part of the team.

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:

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| --- | --- | --- |
| **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**

After appropriate training the post holder will be involved in the range of activities outlined below:

* Deliver interactive storytelling sessions for children and families with energy, expression, and creativity.
* Assist in the facilitation of W5’s Sketch Club and other themed visitor activities.
* Act as a minder for the Oona mascot character from Puffin Rock, supporting safe and positive guest interactions.
* Step into performance-based roles during live experiences and seasonal programming across the centre.
* Use physical performance, body language, and improvisation to engage with audiences of all ages.
* Support photo opportunities, themed events, and character meet-and-greets.
* Maintain a friendly, approachable, and professional presence at all times.
* Assist in preparing and resetting performance and activity areas throughout the day.
* Adhere to all safeguarding and health & safety protocols, ensuring a safe and welcoming environment for children and families.
* Participate in training and rehearsals to ensure high standards of guest interaction and performance delivery.
* Undertake other duties as requested by your line manager in support of the visitor experience.
* 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 occasionally working evenings, weekends and public holidays, if required.

**SELECTION CRITERIA**

## Essential Criteria

* A positive, can-do attitude and a strong desire to deliver exceptional visitor experiences; with a willingness to go the extra mile for a diverse range of customer groups..
* Experience in performance, storytelling, or other public-facing creative roles within the last 5 years.
* Confidence working with children and families in a busy, interactive environment.
* Strong improvisational and communication skills.
* An ability to meet and greet groups, being a confident speaker when presenting to groups and communicating with individuals.
* To enjoy working in a busy team, taking pride in a job well done.
* Ability to use own initiative to solve customer queries
* Reliable timekeeper
* Excellent personal hygiene
* Flexible approach, this role will have a rota includes evenings, weekends and holidays.

***Salary***

**£13.25 per hour**