



JOB DESCRIPTION

Security & Safety Operational Co-Ordinator

SITE: The O2 Belfast
LOCATION: Queen's Quay, Belfast, BT3 9QQ
REPORTING TO: Security & Safety Manager
TERMS: 40 hours per Week, flexibility is required due to meet the operational and business requirements, including occasional evening and weekend working.
DATE: October 2026

OVERALL PURPOSE OF THE JOB

The Security, Safety & Contract Operations Coordinator will provide operational and administrative support across the organisation's health & safety, security, resilience, sustainability and contract governance functions. The role will support the day-to-day coordination of safety and security activities across all venues and operations, including incident management, audits and inspections, compliance assurance, risk assessment actions, emergency preparedness, training coordination, performance reporting and continuous improvement initiatives. Working closely with operational teams and departmental leads, the postholder will help ensure that actions, records, reviews and governance requirements are effectively coordinated, maintained and reported. The role will also serve as the central coordination point for organisation-wide contract administration and governance activities, maintaining oversight of contract registers, review programmes, renewal schedules, actions and associated documentation, while supporting a consistent approach to contract management across all business functions.

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

Safety & Security Operations Coordination Responsibilities

- Support the day-to-day coordination of safety and security arrangements across the organisation's venues and operations, helping to ensure a safe, secure and welcoming environment for staff, visitors, contractors and customers.
- Monitor and coordinate actions arising from safety inspections, security reviews, audits, exercises, incidents, near misses and risk assessments, ensuring matters are tracked and progressed with relevant departments.
- Assist in the administration and maintenance of the organisation's safety management, security management, resilience and emergency preparedness arrangements.
- Coordinate the scheduling, recording and follow-up of health and safety meetings, security meetings, emergency planning activities, exercises and associated action plans.
- Maintain oversight of statutory compliance activities, certifications, inspections and planned reviews, supporting managers and operational teams to ensure requirements are met.
- Support the collection, analysis and reporting of safety, security and compliance performance information, preparing reports, dashboards and updates for management and governance groups.
- Assist with the coordination of incident reporting, investigations, corrective actions and lessons learned activities across the organisation.
- Support the administration and coordination of venue emergency planning, business continuity and resilience activities.
- Coordinate safety and security training records, competency records, exercises and awareness programmes, ensuring appropriate records are maintained.
- Liaise with venue operations teams, contractors, partners, emergency services and external stakeholders on routine safety and security matters as required.

Contract Coordination Responsibilities

- Coordinate organisation-wide contract administration and governance activities, working with contract owners and departmental leads across all business functions to support effective contract oversight and compliance
- Maintain contract registers, key dates, review schedules, renewal programmes, actions and associated documentation, ensuring contractual obligations and governance requirements are appropriately monitored and managed
- Support contract review and assurance processes, liaising with relevant stakeholders to coordinate reviews, monitor actions, identify upcoming renewals and promote a consistent approach to contract management across the organisation.
- Produce contract-related reports, dashboards and management information to support governance, assurance, compliance and business planning activities.

Document & Financial Administration

- Maintain document control processes, ensuring accurate record-keeping and compliance.
- Process invoices, track expenses, and maintain routine financial documentation.



Monitor and report on departmental budgets.

- Assist with preparing budget summaries or reports for management as required.

Additional Requirements

- 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.

SELECTION CRITERIA

Essential Criteria

- Experience working within a safety, security, venue operations, or events environment, or in a similarly operational coordination role.
- Strong organisational skills with the ability to manage multiple priorities and deadlines.
- Proven ability to work both independently and collaboratively within a team environment.
- Ability to maintain confidentiality and handle sensitive information with integrity.
- Ability to collect, interpret, and present operational and performance data clearly.
- Strong written and verbal communication skills for reports, meeting minutes, and stakeholder correspondence.
- Experience in scheduling, meeting coordination, and document control processes.
- Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word, Outlook) and familiarity with SharePoint for document management, collaboration, and internal communications.
- Experience supporting financial administration processes, including invoice processing, budget tracking, or expenditure monitoring.

Desirable Criteria

- Understanding of Health & Safety and/or Security principles, compliance requirements, and operational best practices, gained through work experience, education, training, or participation in relevant initiatives.
- Familiarity with incident/event logging systems (e.g. Halo) or access control systems.
- Experience planning, coordinating, or supporting events or multi-site operations.
- Experience working with control room operations.
- Experience supporting audits, inspections, or compliance assurance activities.



- Experience coordinating or administering training programmes and maintaining training records.
- Knowledge of KPI tracking, dashboard creation, and performance reporting.
- Awareness of sustainability initiatives and operational best practices.
- Experience creating internal communications content

Key Attributes

1. Attention to Detail
2. Organisational Skills
3. Confidentiality & Integrity
4. Risk & Compliance Awareness
5. Clear Communication
6. Stakeholder Management
7. Data Literacy and Systems Proficiency

Salary

- £25,750 per annum

Benefits

The Odyssey has a range of benefits which it offers to full and part time staff¹.

- 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 & 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 Sacrifice including pensions, holiday and cycle to work schemes.
- Training opportunities.

¹ [Some T&Cs and qualifying periods may apply]