

VISITOR EXPERIENCE TEAM MEMBER

JOB DESCRIPTION



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SITE:	W5 part of the Odyssey Group
LOCATION:	Queen's Quay, Belfast, BT3 9QQ
RESPONSIBLE TO:	Visitor Experience Manager
TERMS:	Full-time (37.5 hrs per week) and part-time hours (30/22.5/15 hours per week)
SALARY:	£12.85 per hour
INTERVIEWS :	Tuesday 25 th August 2026
DATE:	August 2026



W5: WHOWHATWHEREWHENWHY?

WHO?

At W5, we believe learning should be fun, accessible and inspiring. Our mission is to captivate curious minds by creating unforgettable experiences for people of all ages and abilities

WHAT?

W5 is a place where families can discover, play and learn together.

WHERE?

W5 is Northern Ireland's science and discovery centre, inspiring curiosity through engaging, interactive experiences that make learning fun for all ages.

WHEN?

Welcoming more than six million visitors since opening in 2001. We recently celebrated our 25th Birthday.

WHY?

Through science, technology, creativity and innovation, we help visitors explore the world around them while creating lasting memories with family and friends.

whowhatwherewhenwhy _____



MAIN DUTIES

Engage with visitors throughout W5 undertaking the following duties:



Lost Planet Soft Play Activity Zone

Manage admissions by checking tickets, provide Health and Safety orientation, supervise play, ensure rules of play are always followed, inspect equipment and ensure standards of cleanliness are upheld.



Exhibition Floors

Ensure that all exhibits are operational. Direct and guide customers so they can engage with a range of science related exhibits and attend shows and events. Maximise visitor experience by demonstrating how exhibits work. Ensure Health and Safety/Safeguarding procedures are adhered to and act as a Fire Warden. Carry out cleaning and exhibit maintenance duties to ensure visitors experience a pleasant environment.



Climbit Climbing Structure

Provide Health and Safety orientation, supervise play, ensure rules of play are followed at all times, inspect climbing structure and ensure standards of cleanliness are upheld.



MAIN DUTIES

Engage with visitors throughout W5 undertaking the following duties:



Ticket Desk

Meet and Greet visitors as they arrive in W5 - visitors range from family groups, school groups to summer scheme groups. Process bookings, walk-up sales, provide orientation regarding exhibition floors and daily shows/events and respond to visitor queries.



Meet & Greet / Birthday Parties

Prepare for group arrival in advance of their visit. Meet and Greet groups and provide an orientation – adapting orientation based on group demographic. Facilitate visit throughout the day and follow up to ensure a quality experience.

OTHER

The role requires a proactive and self-motivated approach, with an expectation that quieter periods will be used to complete administrative, housekeeping, organisational or other business-related tasks as required.



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EXPECTATIONS

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.



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COMPANY VALUES

B - 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.

E - 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.

E - 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.

T - 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.



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CRITERIA

ESSENTIAL CRITERIA

- Good Standard of Education.
- At least 6 month's experience in a customer facing role in either Retail, Tourism or Hospitality.
- Appointment to these posts will require an Enhanced Disclosure Certificate from AccessNI, which meets the standards required by W5.
- Flexible approach: our business generally operates seven days a week, with core hours between 9:00 am and 6: 00 pm. At certain times, operational requirements may mean we work on a five-day basis. The role therefore requires a flexible approach to working hours, including weekends, holiday periods, and occasional evenings when required.

DESIRABLE CRITERIA

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

- Cash handling experience.
- EPOS Till System 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 [pro rata 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.

