JOB DESCRIPTION

**Food and Beverage Assistant Manager - Concourse**

**SITE: Odyssey Trust – SSE Arena Business Unit**

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

**RESPONSIBLE TO: Food & Beverage Manager, Concourse**

**TERMS: 40 Hours per Week.**

**Working patterns to accommodate our dynamic, event-driven environment**

**SALARY: £28,000**

**DATE: JUNE 2025**

**OVERALL PURPOSE OF THE JOB:**

Working to the Food and Beverage Manager this is a vital role within the F&B Management Team. This role will work across site, supporting the F&B operations with a focus on the successful delivery of a quality F&B offering in our SSE Arena, to ensure a world class customer experience.

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:

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

* To report to the F&B Manager and assist in the planning, preparation, delivery and evaluation of all F&B operations.
* Work to achieve both personal and departmental KPI’s and financial targets.
* Assist in financial reporting and cash handling in line with company procedures.
* To assist in the recruitment process for the F&B casual team to ensure adequate staffing to fulfil rota requirements in line with business needs and financial targets.
* To work closely and proactively across the F&B Management Team to develop and implement effective Casual Staff Training & Development programmes. To enhance commitment, awareness, and confidence, to ensure product and service delivery is always to the highest possible standards.
* To manage the Customer Complaint/Customer Feedback process associated with F&B to ensure that all complaints are dealt with swiftly, outcomes recorded and monitored, working towards continuous improvement.
* To assist in the stock management process for the F&B department, ensuring adequate levels are maintained in line with business needs and wastage is kept to a minimum.
* Build and maintain effective working relationships with a range of internal departments to support the delivery of a customer focused service including but not limited to Commercial, Marketing, Operations, Facilities and Finance.
* General administrative and ‘back office’ management support as and when required, liaising with the F&B Manager.
* To undertake other duties and hours of work, as may be reasonably required which are consistent with the general level and responsibility of this role.
* 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 minimum of 3 years’ experience working at a supervisory level within a licensed hospitality environment.

**OR**

* A relevantthird level management qualification [HNC, HND, Degree] **plus** 1 years’ experience working at a supervisory level gained in a licensedhospitality environment.

**PLUS**

* Experience of working in a positive professional environment, even in challenging situations
* History of delivering on promises and ensuring integrity in your professional conduct
* Commitment to delivering the Best Experience Every Time for your customers and your team
* Experience with innovation and continuous improvement throughout your career
* The ability to work collaboratively as part of a larger team in order to achieve more

**Benefits**

The Odyssey Group has a range of benefits which it offers to full and part time staff[[1]](#footnote-1).

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

1. [Some T&Cs and qualifying periods may apply] [↑](#footnote-ref-1)