



Job Opportunity

Hospitality Administration Officer

Ref: TB17-41

CONTRACT: Full time Permanent

WORKING HOURS: Full Time - Annualised Hours
(based on an average of 40 hours per week)

Candidates should be fully flexible over a 7-day period to fulfil business requirements.

LOCATION: Titanic Belfast Building and other locations as necessary

REPORTING TO: Head of Hospitality

General Purpose:

This role will provide support to the Head of Department and to the team to deliver the 5 star hospitality associated with Titanic Belfast in both our suites and in the outlets. This is a hugely exciting opportunity to join our team and to be part of the World's Leading Tourist Attraction of the year 2016.

Main Job Tasks and Responsibilities:

- Support the Head of Hospitality in the smooth running of the department day-to-day.
 - Liaising with various areas of the business to facilitate the communication required to allow the overall department to operate effectively, including within hospitality (between kitchen, outlets and C&B) and within other areas of the business including Business Sales & Event Planning and Operations.
 - Meeting and greeting clients.
 - Putting together table plans and signage.
 - Administration Duties including purchase orders, meeting administration and general departmental admin.
 - Facilitating the communication requirements of the department via the Riveter.
 - Liaison with the Store Person re deliveries etc.
 - Assisting in the asset register audits and seasonal asset requirements.
 - Recording Meeting Minutes / Actions / Follow-ups / Diary entries.
 - Department VSAT administration.
 - Working with HR to ensure etime time and attendance system is updated and producing reports for Hospitality management.
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- Assisting at events and with event preparation when required
- Undertake the administration associated with the department training requirements

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria:

- 3rd level qualification in Hospitality, Tourism or Business related discipline
- Experience in a customer facing role
- Ability to work as part of a busy team, using your own initiative
- Adaptable and can respond quickly to a dynamic environment
- Ability to communicate effectively at all levels – with visitors and crew
- Good organisational skills
- Can stay calm in high pressure environments

Core Competencies

- Ability to work as part of a team
- Ability to communicate effectively with colleagues and clients
- Ability to work under pressure and react quickly and effectively to ad hoc situations
- Planning and delivery skills
- Time management & organizational skills
- Excellent IT skills inc all MS Office applications and Internet Explorer

NB: Titanic Belfast reserve the right to enhance the criteria to assist in shortlisting

Closing date for receipt of applications is **9am on Thursday 24th August 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@titanicbelfast.com and we will send an application pack out to you, the last date for requesting application packs is **3pm Wednesday 23rd August 2017**.

Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply:

- Group Assessment centre – Monday 28th August 2017
- Individual Interviews – Wednesday 30th August 2017

Titanic Belfast Hospitality Open day

Titanic Belfast Hospitality department would like to extend an invitation to all prospective applicants to attend our onsite open day being held on Tuesday 22nd August 2017. Visit us anytime between 12:00 to 18:00 for an opportunity to speak to the team, find out more about this role and experience what Titanic Belfast has to offer.

Titanic Belfast Limited is an Equal Opportunities Employer.
