



# Job Opportunity

## Christmas Crew

Ref: TB17-52

<b>CONTRACT:</b>	Fixed Term <i>(22<sup>nd</sup> November – 23<sup>rd</sup> December 2017)</i>
<b>HOURS:</b>	Guaranteed minimum average of at least 18 hours per week over the term of the contract. <i>(must be flexible daytime/ evening/ weekend)</i>
<b>LOCATION:</b>	Titanic Belfast Building
<b>REPORTING TO:</b>	Duty and Events Officers

### General Purpose:

Can you see yourself as a Mrs Claus reading stories to children full of Christmas wonder? Or Santa's Chief Elf checking names on the Naughty or Nice list? If so we would love your help at this year's Titanic Belfast Christmas Experience which will take place inside the Elves' workshop. This experience will create magical memories for all the family, young and old, through crafts, games, storytelling and of course meeting Father Christmas himself.

We are looking for enthusiastic and passionate individuals, who will enjoy bringing our magical Christmas Experience to life, by becoming a Christmas character and interacting with children and adults alike.

If you think this role is a perfect match for your personality, skills and abilities, then we want to hear from you.

### Main Job Tasks and Responsibilities:

- Work closely with the Duty & Events team as well as other in-house departments.
- Interact with families / children ensuring they are having a fantastic experience.
- Ability to engage fully with guests of all ages ensuring that a 5\* Christmas Experience is received.
- Ability to deliver games and activities with a high level of involvement from both individuals and groups.
- The role will entail wearing costume (costumes will be provided on commencement and will remain the responsibility of individual staff members until the end of their contract).



- Ensure that you are aware of the correct evacuation procedure and where the nearest exits are. (Training will be provided).
- Manage and co-ordinate the safe evacuation of all guests from your designated area should evacuation be necessary.
- Assist in the set-up, reset and take down of the space, ensuring that it happens in a timely manner, and that all areas allocated to you are returned to their original state.
- Communicate with management any requirements needed to ensure that service is not compromised.
- Any other additional duties as delegated by the Duty & Events Officer or any other person designated in their absence.

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

**Essential Criteria:**

- Genuine Christmas Spirit.
- Previous experience interacting with family groups (parents/guardians/carers and young children).
- Ability to work both as part of a team, and on your own initiative.
- Adaptable and can respond quickly to a dynamic environment.
- Ability to communicate effectively with guests in a welcoming and friendly manner at all learning levels.
- Excellent timekeeping and attendance.
- Previous experience working in an intensive and very busy environment.

**Desirable Criteria:**

- World Host Customer trained or equivalent.

**Key Skills:**

- Professional and articulate.
- A genuine interest in spending time with children.
- Desire to assist in providing a 5\* experience for every guest.
- Excellent organisational skills.
- Ability to anticipate guests needs and action as appropriate.
- Ability to troubleshoot and solve problems under pressure.
- Confident in dealing with guests with disabilities and specific learning needs.
- Passion for working with children and young people.
- Proven ability to multitask and follow directions.
- Ability to maintain a high level of enthusiasm at all times.



**Key Competencies:**

- Customer orientation
- Teamwork
- Time Management and organisational skills
- Highly developed customer service skills.

***NB: Titanic Belfast reserves the right to enhance the selection criteria if necessary to assist with shortlisting.***

Closing date for receipt of applications is **9am on Monday 16<sup>th</sup> October 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@tblinternational.com** and we will send an application pack out to you, the last date for requesting application packs is **Friday 13<sup>th</sup> October 2017 at 3pm.**

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

- **Group Assessment Exercise – Friday 20<sup>th</sup> October 2017**
- **Individual Interviews – Tuesday 24<sup>th</sup> October 2017**
- **Induction Day – Friday 17<sup>th</sup> November 2017**

*Titanic Belfast Limited is an Equal Opportunities Employer.*