

# **Open Call for Panel** of Visitor Experience Assistants

**Dublin City Council Culture Company is seeking to appoint a panel of Visitor Experience Assistants**

**Closing date for applications: 23 June 2022**

## About this call

Dublin City Council Culture Company is seeking to appoint a panel of Visitor Experience Assistants to help achieve our aims to connect the citizens of Dublin through culture and conversation through our work. Collaborating with citizens, communities, cultural organisations, businesses, and Dublin City Council itself, the work of the Culture Company is focused on embedding cultural experiences and increasing cultural participation throughout Dublin's neighbourhoods.

Persons on the panel that are offered contracts will work as part of a team at 14 Henrietta Street and Richmond Barracks. This panel will play a key part in ensuring the smooth day to day running of our activities at our venues and includes front of house supervision of 14 Henrietta Street and Richmond Barracks including weekends, providing general administrative support across the venues, and practical operational support to our programmes and departments.

Persons on this panel may be offered work when and as it arises in the period July 2022 to July 2024 (and possibly a further 12 months), and will be contracted via a Contract for Service.

This role is part-time, flexible and paid. Hours of work may extend beyond standard office opening hours for evening and weekend tours, events and programming.

We are interested to hear from anyone who can demonstrate the necessary interest, skills, knowledge or experience as per the requirements detailed below. We encourage applications from individuals from varied and diverse backgrounds and experience.

Dublin City Council Culture Company runs cultural initiatives and buildings across the city with, and for, the people of Dublin. We run a series of multi-faceted creative engagement programmes which have a significant track record of impact in communities across the city.

We are looking for creative and communicative individuals who share our belief in activating and empowering cultural experiences for individuals at a local level.

## About the Panel

**Skills and functions which panel members will be required to fulfil if working on a project of the Culture Company include:**

### Visitor experience and customer service

- Facilitate the smooth running of the day-to-day operations at 14 Henrietta Street and Richmond Barracks (including weekends) for building users and visitors;
- Ensure the smooth running of tours, activities and events in the venues, supporting the tour guides, venue, and delivery teams where appropriate;
- Supervise the front desk of either site and ensure that all contact with visitors is conducted professionally and in a timely fashion (whether in writing or in person);
- Provide audience reports and visitor feedback to the Creative Development or Communications teams as required.
- Support the Visitor Experience and Creative Engagement teams to upload tours and events to our booking system (Ticketsolve), ensuring they are on sale in a timely fashion;
- Oversee bookings for individuals and groups (by phone, by email, in person) for all tours and events taking place in the building;
- Oversee the ticketing system and liaise with system providers when required;
- Setting up meeting rooms, events and managing venue hires on site as required;
- Financial administration including daily cash up and reconciliation.

### Operations

- Preparing for weekend activities, ensuring you are aware of working rosters, planned activities and events;
- Working with the Operations Team, you will help to ensure that buildings and activities perform to the highest possible standards in terms of accessibility and universal design;
- Monitoring and reporting on all audio visual equipment, IT and security systems, issues in the buildings, scheduling repair and maintenance based on facilities checklists as required;
- Supervision of any approved small building or maintenance work the sites require;
- Ensure compliance with GDPR guidelines across all activities.

## **Key Criteria**

The ideal persons for this panel will be able to:

- Work collaboratively with a wide, diverse team
- Be a clear and approachable communicator with excellent administrative and organisational skills.
- A minimum of two years of venue administration, front of house supervision or equivalent experience is essential;
- Proficiency in Microsoft office and GSuite is essential, experience of Ticketsolve is desirable;
- Excellent communication and interpersonal skills;
- An understanding of the work of Dublin City Council Culture Company and its ambitions;

## **Important contracting details**

- Appointment to the panel is for a maximum period of two years - at which point panellists may be free to apply again should such an opportunity arise.
- Individual projects will be offered based on the skills and experience outlined by the successful panellist during application. Project offers will include a complete written brief or project work outline on the specific project and fee offer relevant to that project or rostered work..
- Panellists have the right to accept or decline project offers as they arise.
- Each individual project offer will include a time commitment and fee or rate. For clarity, this means that successful panellists may receive project offers that are full-time or part- time for a given period and they may be short-term or long-term in duration.
- The maximum value of a single or combination of Contract for Service offered to anyone on the panel for any given 12 month period will not exceed €24,000 ex VAT.
- No contract will be issued without proof of tax clearance, and/or VAT registration number where applicable.
- This specification does not constitute an offer or commitment to enter into a service contract, and no contractual rights shall exist until a formal written Contract for Services has been executed by the Culture Company for the relevant project.
- The award of a Contract for Service for any project does not confer exclusivity on the successful panellists unless expressly stated.

## How to apply

Applications are now invited from applicants who meet these published requirements. Please note that you do not need to demonstrate the ability to undertake all of the functions outlined above.

Applications must include the following:

- A cover letter which should explain your motivation to be involved in the work of Dublin City Council Culture Company, including citing your specific skills, knowledge and experience relevant to the panel requirements and criteria.
- A full CV.

Completed applications should be sent by email only to [recruitment@dublincitycouncilculturecompany.ie](mailto:recruitment@dublincitycouncilculturecompany.ie) with "Visitor Experience Assistant Panel" in the subject line. Queries can also be addressed by email to that email address. Applications received after the closing date and time will not be accepted.

**Closing date for this application is Thursday, 23 June 2022.**

The information supplied in your application will be reviewed against the requirements sent out in this notice by a panel to shortlist applicants and call people for interview. Interviews will be held during the week beginning 4 July 2022. Dublin City Council Culture Company reserves the right to short-list candidates for interview.

Panel appointments will be communicated no later than 22 July 2022. Project offers will follow as they arise across the period of two years.

Garda vetting may be mandatory for successful applicants, and you must be cleared by the National Vetting Bureau before the work can commence. The successful applicants may also be required to complete mandatory training in line with company requirements. It will not be possible to provide application process feedback to unsuccessful applicants.

Please note that Dublin City Council Culture Company is committed to developing policies and practices ensuring that accessibility, Universal Design and reasonable accommodation for people with disabilities are taken into account. Dublin City Council Culture Company is an equal opportunity employer. [Please see our Equal Opportunities Policy here.](#)

Please note that both the museum at 14 Henrietta Street and Richmond Barracks are Part M access compliant, and the offices of Dublin City Council Culture Company in both have limited physical access. Reasonable accommodation of access requirements will be made for successful applicants.

Interviews will take place in an accessible location. We are committed to respecting and protecting your privacy. We keep several kinds of personal data about our prospective employees so we can manage the recruitment process effectively and efficiently and meet our legal obligations. [Please see our Privacy Notice for Job Applicants here.](#)

## About Dublin City Council Culture Company

Established in March 2018, Dublin City Council Culture Company runs cultural initiatives and buildings across the city for, and with, the people of Dublin.

Collaborating with citizens, communities, cultural organisations, businesses, and Dublin City Council itself, the company's work is focused on embedding cultural experiences and increasing cultural participation throughout Dublin's neighbourhoods. We connect people and communities through culture and conversation. When people feel connected to their local area they feel safer and stronger, and are healthier.

**For more information, see [www.dublincitycouncilculturecompany.ie](http://www.dublincitycouncilculturecompany.ie)**

In addition to its city-wide work, Dublin City Council Culture Company operates two cultural buildings: 14 Henrietta Street (since it opened to the public in September 2018) and Richmond Barracks (since January 2020).

### 14 Henrietta Street

At 14 Henrietta Street we offer a range of tours and programmes to which aim to:

- Share and tell stories by retelling the story of the lives of the people.
- Engage and make connections by listening and talking with visitors, citizens, historians, local residents, former residents and their families.
- Discover and uncover history by continuing to learn from the memories and knowledge of others. We want to bring to life the stories of the people who passed through the buildings, their changing circumstances, their experience of family life, of politics, and the impact of national and world affairs.

You can read more about 14 Henrietta Street at [www.14henriettastreet.ie](http://www.14henriettastreet.ie)

### Richmond Barracks

Richmond Barracks is a building of historical importance located in Inchicore. It is home to a library, garden, cafe and *Culture Connects*, a programme of cultural activities that celebrate the experiences and interests of the local communities and people.

*Culture Connects* is a year-round programme that invites people in Dublin to try out new things. We offer ways for people to make and create together, to share ideas, and connect through culture and conversation.

You can read more about Richmond Barracks at [www.richmondbarracks.ie](http://www.richmondbarracks.ie)