

Recruitment Call for Visitor Experience Coordinator

We are seeking to recruit a Visitor Experience Coordinator

Closing date for applications: Sunday 2 January 2022

About the position

Dublin City Council Culture Company is seeking a Visitor Experience Coordinator 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.

Working as part of a team at 14 Henrietta Street and Richmond Barracks, and reporting to the Head of Visitor Experience, this role will play a key part in ensuring the smooth day to day running of our weekend activities at our venues. This role includes weekly on site 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.

About the role

Function and role specification

Working as a key member of the Visitor Experience team your duties will include:

Visitor experience & 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;
- Act as keyholder and manage the opening and closing procedures on weekends for either 14 Henrietta Street or Richmond Barracks;
- Ensure Health and Safety compliance for visitors, artists and facilitators, following the Health and Safety Policy as set out by Dublin City Council Culture Company;
- 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;
- Work with the Collections Manager to monitor, and report on the condition of the buildings and assist with organising repairs, reports and similar works as required;
- Supervision of cleaning and waste removal services on site;
- 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;
- Weekend supervision of any approved small building or maintenance work the sites require;
- Ensure compliance with GDPR guidelines across all activities.

Role requirements

The ideal person for this role will have:

- A minimum of 2 years of venue administration, front of house supervision or equivalent experience is essential;
- Excellent administrative and organisational skills;
- 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;
- An instinctive ability to think creatively - to try, fail, learn, and try again.

Position summary

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| Post title: | Visitor Experience Coordinator, Dublin City Council Culture Company |
| Post status: | Fixed term 2 year contract for a 5 day a week role with a 6 month probationary period. |
| Location: | Dublin City Council Culture Company, 14 Henrietta Street, D01 HH34 and Richmond Barracks, Inchicore, D08 YY05. |
| Reports to: | Head of Visitor Experience, Dublin City Council Culture Company |
| Key relationships: | Visitor Experience team, Operations and programming teams |
| Salary: | Full time position. Salary of €31,200 per annum |
| Pension: | A contribution of 10% of salary will be made to an agreed pension savings scheme subject to the individual contributing a similar percentage. |

How to apply

Applications are now invited from applicants who meet these published requirements.

Applications must include the following:

- CV (including the names and contact details of two referees);
- A one-page letter citing your specific skills, knowledge and experience relevant to the role specification and requirements;

Completed applications should be sent by email only to recruitment@dublincitycouncilculturecompany.ie with "Visitor Experience Coordinator" in the subject line. Applications received after the closing date and time will not be accepted.

Closing date for this application is Sunday, 2 January 2022.

This position includes working on weekends.

The information supplied in your application will be reviewed against the requirements set out in this notice by a panel. Dublin City Council Culture Company reserves the right to shortlist applicants and/or call people for an interview. Interviews will be held during the week beginning 10th January 2022, and subject to government guidelines these may be online or in person. It will not be possible to provide application process feedback to unsuccessful applicants.

Garda vetting is mandatory for successful applicants, and you must be cleared by the National Vetting Bureau before the work can commence. The successful applicant will also be required to attend Child Protection and Disability Equality Training.

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

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

We protect, share and add to the cultural life of the city. We tell stories, make connections and uncover history. 14 Henrietta Street is a social history museum of Dublin life, from one building's Georgian beginnings to its tenement times. We connect the history of urban life over 300 years to the stories of the people who called this place home.

We bring to life the stories of the humans who passed through the house, their changing circumstances, their experience of family life, of politics, and the impact of world affairs.

By listening and talking with visitors, historians, local residents and their families and through the knowledge of others, the museum continues to discover new stories, gathering memories and adding to the museum's collection and visitor experience.

You can read more about 14 Henrietta Street at www.14henriettastreet.ie

Richmond Barracks

At Richmond Barracks we offer a range of tours and programmes which aim to amplify it as a neighbourhood hub that celebrates the rich stories and experiences of the local community, past and present.

A venue of historical importance located within a vibrant community, the building will soon co-locate a library, workshops and cultural activities, along with a programme of historical tours and talks. By listening and engaging with visitors, makers, historians, local residents and their families, Richmond Barracks will continue to evolve as a community space, informed by the desires and interests of people in the area.

You can read more about Richmond Barracks at www.richmondbarracks.ie

Ends