

Recruitment Call for Visitor Experience Coordinators

We are seeking to recruit Visitor Experience Coordinators

Closing date for applications: Sunday 18th September 2022

About the positions

Dublin City Council Culture Company is seeking Visitor Experience Coordinators to help achieve our aims to connect the citizens of Dublin through culture and conversation through our work.

Working as part of a team at 14 Henrietta Street or Richmond Barracks or other sites as they arise, this role will play a key part in ensuring the smooth day to day running of our activities at our venues. This role and the Visitor Experience department as a whole, supports the smooth running of all tours, events and activities for 14 Henrietta Street and Richmond Barracks including managing front of house operations, ensuring the highest level of customer service for all who visit and engage with Dublin City Council Culture Company (visitors, artists, audiences, venue hires, team members, local community etc.) both online and in person.

This role includes weekly on site supervision of buildings, 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

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Are you passionate about working with people and do you want to work in a role that directly supports the day to day running of a dynamic cultural organisation that runs a museum and historic and cultural buildings in Dublin? If so, then we are looking for you!

The Visitor Experience Department are the team that delivers the welcome on behalf of the company when visitors arrive to our places. They are the visitor facing team that looks after our visitors and ensures our places run smoothly and efficiently as dynamic visitor spaces.

Some of what you'll be doing:

Visitor Experience

- Work as part of a team to facilitate the smooth running of the day to day operations across our museum and cultural centre, 14 Henrietta Street and Richmond Barracks or other buildings for building users and visitors (including weekends);
- Ensure the smooth running of tours, activities and events in the museum and other venues, supporting the tour guides, museum, venue and delivery teams where appropriate;
- Preparing for daily activities, ensuring you are aware of working rosters, planned activities and events.
- 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;

Customer Service

- Oversee bookings for individuals and groups (by phone, by email, in person) for all tours and events taking place in the building;
- 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.
- Oversee the ticketing system and liaise with system providers when required;
- Set up meeting rooms, events and managing venue hires on site as required;

Operations

- Act as keyholder and manage the opening and closing procedures (including on weekends) for 14 Henrietta Street or Richmond Barracks or other buildings that the company may operate.
- Financial administration including daily cash up and reconciliation (Ticketsolve).
- Venue Hire usage administration and facilitation on site as appropriate to each building.
- 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, 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 works as might be booked in.
- Ensure compliance with GDPR guidelines across all activities.

Role requirements

Essential criteria

- 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;
- The ability to prioritise workload, multitask and remain calm under pressure
- Availability to regularly work weekends
- An understanding of the work of Dublin City Council Culture Company and its ambitions.

Person specification

The ideal person for this role will be:

- a dynamic self-starter with excellent interpersonal skills, ability to work collaboratively with experience in working across a multidisciplinary team and with a wide range of suppliers
- self-confident and can demonstrate a willingness to learn
- demonstrate a strong resourcefulness, initiative and problem solving
- instinctive with an ability to think creatively - to try, fail, learn, and try again
- willing to work flexibly, including evening / regular weekend work as required.

Position summary

Post Title:	Visitor Experience Coordinator , Dublin City Council Culture Company
Post Status:	There are a number of positions available including: <ul style="list-style-type: none"> • Fixed term 3 year contract for a 5 day a week role (including weekends and evenings) with a 6 month

	<p>probationary period.</p> <ul style="list-style-type: none"> • Fixed term 3 year contract for a part time role (including weekends and evenings), with a 6 month probationary period. <p>Roles will regularly and consistently be required to work weekends and evenings</p>
Location:	Dublin City Council Culture Company, 14 Henrietta Street, Dublin 1, D01 HH34; Richmond Barracks, Inchicore, Dublin 8, D08 YY05 and other locations where the Company works
Reports to:	Visitor Experience Team Manager (dependent on base location), Dublin City Council Culture Company
Key relationships:	All teams across the Company, Company Visitor Experience Team; Operations Team; Venue Hire Manager; Programming Team; other Company Heads of Department and CEO, Venue teams at 14 Henrietta Street and Richmond Barracks and other buildings if relevant, financial administration team.
Salary:	€31,200 gross p.a. (pro rata for part time role)
Pension:	A contribution of up to 10% of salary will be made to an agreed pension Savings scheme subject to the individual contributing a similar percentage.
Reward and recognition:	All Dublin City Council Culture Company employees participate in the performance review and appraisal process annually. This process measures performance, considers training and development opportunities and is used to determine any reward (pay or annual leave increases) that may be applicable.
Other benefits:	Other Employee benefits include Employee Assistance Programme, Cycle to Work Scheme, Taxsaver Commuter Ticket Scheme for public transport to and from work, access to certified training and opportunities for professional development in your role.

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, 18th September 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 an interview.

Interviews will be held during the week beginning 26 September 2022. Dublin City Council Culture Company reserves the right to short-list candidates for interview. 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 may also be required to complete mandatory training in line with the requirements of their role or broader 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 currently 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](http://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 is home to 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](http://www.richmondbarracks.ie)

Ends