

# Open Call to Apply to join the Panel of Visitor Experience Assistants for Dublin City Council Culture Company

## Deadline for applications is Tuesday 4 June 2024

If you like the idea of helping our visitors to feel a sense of connection with the stories of Dublin, we want to hear from you.

Dublin City Council Culture Company is seeking applications to join our Visitor Experience Assistants Panel for 14 Henrietta Street, Richmond Barracks, our engagement programmes and associated venues.

This is an open call to submit applications to be considered for the Culture Company's preferred supplier panel in the area of Visitor Experience.

Visitor Experience Assistants help ensure the smooth daily running of Culture Company's venues and events, by:

- Providing excellent customer service by sharing information, giving support and assisting in the customer journey.
- Serving as the front-of-house representative in our venues at [14 Henrietta Street](#), Dublin 1 and [Richmond Barracks](#), Dublin 8, and associated venues.
- Ensuring all contact with visitors is conducted professionally and in a timely fashion as the front of house liaison for the company.
- Providing administrative and operational support across venues and programmes, including on weekends and in the evenings.
- Visitor check ins and point of sale on our ticketing system (Ticketsolve); supporting financial administration including daily cash up and reconciliation.
- Setting up meeting rooms, events and managing venue hires on site as required.

The panel consists of agreed paid, part-time projects or rostered support work to ensure the smooth day-to-day running of activities at our venues. The panel members can be called upon for work as they are needed, and can be offered long or short-term contracts for service, depending on business needs and their own availability. All members appointed to this panel will be considered sole traders.

## About Dublin City Council Culture Company:

[Dublin City Council Culture Company](#) runs cultural initiatives and buildings across the city with, and for, the people of Dublin. We collaborate with people, communities, cultural organisations, businesses, and Dublin City Council to embed cultural experiences and increase cultural participation throughout Dublin.

Some of the programmes of venues you would work at include:

### 14 Henrietta Street:

<https://14henriettastreet.ie>

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.

In intimate group tours, we bring to life the stories of the humans who lived in 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. We tell stories, make connections and uncover history. We protect, share and add to the cultural life of the city.

### Richmond Barracks:

<https://www.richmondbarracks.ie>

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'll [find more details on our website](#) on the range of festivals, programmes, and projects we manage.

## **Application evaluation criteria: who we would like to hear from:**

The Dublin City Council Culture Company team is made up of people from a mixture of backgrounds and experience. For the Visitor Experience Assistant positions, we welcome applicants from diverse backgrounds in terms of their professional and life experiences but who share a love for Dublin city, its community and history.

The ideal panellist will possess clear and approachable communication skills and be able to provide exceptional customer service and demonstrate a strong interest in The Culture Company's work.

We are interested in submissions that demonstrate the necessary interest, skills, and experience as detailed below.

### **Essential Criteria:**

- A minimum of two years of venue administration, front of house support or supervision or equivalent experience.
- A good level of computer literacy including Proficiency in Microsoft office and GSuite and a box office/ticketing systems (we use [Ticketsolve](#)).
- Excellent communication and interpersonal skills with a genuine desire to provide excellent customer service.
- Proven ability to work on their own initiative
- A willingness to be a team player and work flexibly in terms of weekends and evenings as may be needed.

### **How the Panel of preferred suppliers will operate:**

- Appointment to the Panel will be confirmed by a letter of invitation. Being accepted to the panel does not guarantee that you will be offered work during the duration of the panel.
- Appointment to the panel is for a period of two years from Thursday 13 June 2024.
- Project work will be contracted via a Contract for Service.
- If you are appointed to the panel, you have the option to accept or decline work or contracts if they are offered.
- Project work, when it is offered, is either through part-time or full time short-term Contracts for Service. All projects or work is paid.
- When a job is confirmed you will complete necessary training provided by the company. All training is paid.

- No invoices will be paid without proof of tax clearance, and/or VAT registration number where applicable.
- When a job is confirmed the company will provide a monthly roster. Shifts can range between two, four, six and eight hours long. Additional time may be added to these shift variations.
- Successful panellists will not be expected to work exclusively for the Culture Company.

### **Other Notes:**

- Garda clearance may be required by Dublin City Council Culture Company and Contractors will be advised of this as required.
- 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 when providing services for Dublin's citizens, communities, cultural organisations, businesses, and Dublin City Council itself.

### **Application process timeline:**

The proposed timetable in relation to this process is as follows:

- Issued: Tuesday 7 May 2024
- Deadline for applications: Tuesday 4 June 2024
- Interviews of shortlisted applicants: Monday 10 and 11 June 2024
- Confirmation of appointment to Panel: Thursday 13 June 2024

### **Application requirements and details:**

Applications are now open and must include the following:

- CV (including the names and contact details of two referees)
- A one page cover letter citing your specific skills, knowledge and experience relevant to the project work specification and essential criteria.

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

**Deadline for applications is Tuesday 4 June 2024.**

The information supplied in your application will be reviewed against the criteria set out in this notice. Dublin City Council Culture Company reserves the right to shortlist applicants and/or call them in for interviews, scheduled for Monday 10 and Tuesday 11 June 2024.

All applicants will be notified of the status of their application at this time. It will not be possible to provide application process feedback to unsuccessful applicants.

The Visitor Experience Assistants panel will be appointed the week commencing Thursday 13 June 2024.

Dublin City Council Culture Company reserves the right, at its sole discretion, to extend the closing date for receipt of responses or any other date provided in this invitation to a Panel of Preferred Suppliers.

### **More about Dublin City Council Culture Company:**

Dublin City Council Culture Company is a company limited by guarantee, registered with the Companies Office in March 2018. The Company's goal is to create and deliver local and city-wide cultural programmes for the citizens of Dublin.

By collaborating with individuals, cultural organisations and Dublin City Council, the company hosts cultural events across the city seven days a week.

We take a values-driven approach to our work on projects, programmes, initiatives, and buildings. The values informing all we do are as follows:

- Participation and Engagement – because it makes culture 'real', it activates and empowers people (using their imagination and creativity), it connects people.
- Partnership – act as a catalyst, bringing different people and organisations together to grow knowledge, empathy, understanding... and respect.
- Relevance – we aim to embed culture in everyday life because culture is central to human development and central to Dublin's quality of life. We work on themes sourced through engagement with the public.
- Quality – we access and use skills, experience, and knowledge to build impact, sustainability and quality into every project.
- Capacity-building – to develop skills and activate new ways of working that enable everyone to create more cultural opportunities to ensure its continued impact and legacy.