

Recruitment Call for Head of Operations

We are seeking to recruit a Head of Operations

Closing date for applications: 11th June 2021

About the position

Dublin City Council Culture Company is seeking a Head of Operations to help achieve our ambitious aims to connect the citizens of Dublin through culture and conversation. The role will contribute to the strategic and future planning for the organisation and the delivering of the Company Strategy (2019 -2024)

Collaborating with citizens, communities, cultural organisations, businesses, and Dublin City Council itself, our work is focused on embedding cultural experiences and increasing cultural participation throughout Dublin's neighbourhoods.

Dublin City Council Culture Company is a company established to create and deliver cultural initiatives in Dublin City, and to initiate, implement and manage cultural programmes and buildings for the benefit of the citizens of Dublin, locally and citywide.

The Head of Operations will work alongside the CEO to ensure the efficient management of the business, organisational, operational, legal, governance and HR functions of the Culture Company and its activities. The Head of Operations is a key member of the Culture Company senior management team, will lead the Operations department and work closely with the other departments across the organisation - Creative Engagement; Communications; New Project Development; Visitor Experience and Engagement.

The Head of Operations is responsible for HR, health and safety, accessibility and all administrative functions across the company. The role is supported by a team including contractors, employees and specialist suppliers.

About the role

Function and role specification

HR management, responsibilities include:

- Management of the HR processes, recruitment and contracting for a growing team of employees and contractors, supported by a specialist HR consultancy.

- Oversee all preferred supplier panels across all departments in line with the financial procedures and purchasing guidelines of the company.
- Implement, manage and monitor the company induction process for all team members.
- Work with the wider team on training and professional development programmes for the Company team.

Access Officer, responsibilities include:

- Act as Access Officer for the company
- Lead a working group to implement the company's Universal Design and Access policy including budgeting, administration and reporting on the same to CEO and Board.
- Working with health and safety and accessibility consultants to conduct regular accessibility audits.

Operations & facilities management, responsibilities include:

- Implement and monitor all company administrative systems and ensure that all team members are trained in the company systems, templates and software.
- Maintain and implement all operational and administrative policies and procedures across all departments.
- Work with the specialised suppliers to ensure that the company has the required IT services in place, in particular ensuring that team members can work effectively on site or remotely. Identify and manage regular IT training opportunities for all teams.
- Facilities management of all company run buildings, to include maintenance, facilities, utilities and building services contractors (eg. IT, security, Audio Visual, phones, lift, CCTV, water, HVAC).

Health and safety management, responsibilities include:

- Act as Health and Safety Officer for the company
- Manage the health and safety practices of the company in line with best practice and the company health and safety statement and policy. To include an annual audit with our health and safety consultants.
- Maintain and implement the company Safety Statement and procedures
- Procurement, maintenance, and management of equipment and service required for effective delivery of the company health and safety policies and procedures.
- Manage the training requirements in relation to health and safety for the team, to include First Aid, Fire Safety and all Covid related training.

Finance & Governance, responsibilities include:

- Management of the company financial policy and supporting the accounts team to ensure that financial producers are adhered to, and team members are inducted and trained.
- Work with the CEO to develop and plan a budget for the Operations Department.

- Ensure the Company has made adequate provision in relation to all legal, governance [including compliance with CRO, Revenue, Governance Code etc.], insurance, health and safety, child protection, and other required practices for lawful trade and ensure a due degree of protection for the company, its employees, team members and for all members of the general public using the company and/or its services.
- Ensure core company policies remain up to date and are reviewed annually.
- Support the regular reporting systems of the company for CEO, board, funders and other key stakeholders. These include the company Risk Register, Fixed Assets Register, Financial year end reports, and others as required.
- Support and liaise with the Company Secretary on filing of signed accounts, CRO filings, board requirements etc

Role requirements

The ideal person for this role will have:

- Minimum of 5 years of administrative and project management experience is essential
- Minimum of 3 years of experience in a role with a remit that included HR and/ or H&S is essential, and an understanding of the governance of a CLG is desirable
- An understanding of the work of Dublin City Council Culture Company and its ambitions is required.
- Proficiency in GSuite is essential
- Excellent organisational, interpersonal and communication skills
- A desire to work collaboratively to further the work of the company across a number of buildings and programmes
- Ability to plan, organise and lead a project, to work independently, and to work to deadlines, with flexibility around working hours.
- An instinctive ability to think creatively - to try, fail, learn, and try again

Position summary

Post Title:	Head of Operations, Dublin City Council Culture Company
Post Status:	Fixed Term Contract (full-time), three years, 6 month probationary period.
Location:	Dublin City Council Culture Company, 14 Henrietta Street, Dublin 1 and Richmond Barracks, Inchicore, Dublin 8.
Reports to:	Chief Executive, Dublin City Council Culture Company.
Key relationships:	Senior managers, department leads, venue teams at 14 Henrietta Street and Richmond Barracks, and the financial and administration teams.
Salary:	€48,000 gross p.a.

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:

- A full CV
- The names and contact details of two referees from previous recent roles
- A letter citing your specific skills, knowledge and experience relevant to the role specification and requirements of the Culture Company
- A one page cover note outlining why you would like to work with the Culture Company

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

Closing date for this application is Friday 11th June 2021

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 **5th July 2021**, subject to government guidelines these may be online or may be 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 some limits of physical access. Reasonable accommodation of access requirements will be made for successful applicants.

Interviews will take place in an accessible location or online. 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.

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).

For more information, see www.dublincitycouncilculturecompany.ie

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

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

Our vision

A Dublin where culture connects everything and everyone.

Our mission

Connecting people through culture and conversation to ignite imaginations and experiences.

Our values

We are led by our values. They guide what we do and how we do it.

Participation: We make culture real. We connect, activate and support people to revel in their imagination and creativity.

Partnership: We know we are stronger together. We are a catalyst, bringing people and organisations together to grow knowledge, understanding and respect.

Relevance: We believe culture is at the heart of human development and quality of life. We aim to embed culture in the everyday life of the city.

Capacity-building: We appreciate learning. We develop and share new ways of working that enable everyone to create more connections to culture.

Quality: We do everything in the best way possible. We find and use knowledge, experience and skills to build impact, quality and sustainability into every project.

Our goals 2019-2024

We have identified five goals - to engage, experiment, learn, share, embed - working with, through and for people in Dublin.

-Ends