

Recruitment Call: Visitor Experience Coordinator at 14 Henrietta Street

We are seeking to recruit a Visitor Experience Coordinator

Closing date for applications: Monday 11 March 2024

About the position:

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 is 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.

This role and the Visitor Experience department as a whole, supports the smooth running of all tours, events and activities for 14 Henrietta Street 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, including visitors, artists, audiences, venue hires, team members, people from the local community and more.

This role is based on site at 14 Henrietta Street from Tuesday to Saturday and includes supervision of buildings, providing general administrative support across the venues, and practical operational support to our programmes and departments.

About 14 Henrietta Street:

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, 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

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.

We operate the museum at [14 Henrietta Street](#), Dublin 1, the cultural centre at [Richmond Barracks](#) in Inchicore, Dublin 8, and a wealth of other programmes. Please see [more details on our website](#) on the range of festivals, programmes, and projects we manage.

About the role:

There are three main areas of responsibility in the role specification for this role.

1. 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 at 14 Henrietta Street for building users and visitors from Tuesday to Saturday.
- 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 (we use Ticketsolve), ensuring they are on sale in a timely fashion.

2. 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 manage venue hires on site as required.

3. Operations:

- Act as keyholder and manage the opening and closing procedures (from Tuesday to Saturday) for 14 Henrietta Street or other buildings that the company may operate.
- Financial administration including daily cash up and reconciliation (Ticketsolve).
- Venue Hire 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.

Position summary:

Post Title:	Visitor Experience Coordinator, Dublin City Council Culture Company
Post Status:	Fixed term three year contract for a five day a week role, Tuesday to Saturday , with a six month probationary period.
Location:	14 Henrietta Street, Dublin 1, D01 HH34 and other locations where the Company works.
Reports to:	Visitor Experience Manager, Dublin City Council Culture Company
Key relationships:	All teams across the Company, particularly the Visitor Experience Team; Operations Team; Financial administration team; Cultural Spaces team; Programming team; other Company Heads of Department and CEO, venue teams at 14 Henrietta Street and Richmond Barracks and other buildings if relevant.
Salary:	€34,811 gross per annum,, prior to reward and recognition.
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, Tax saver Commuter Ticket Scheme for public transport to and from work, access to certified training and opportunities for professional development in your role.
--	---

Role requirements:

Essential criteria:

- A minimum of two 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. (or experience with working in other ticketing supplier)
- Excellent communication and interpersonal skills.
- The ability to prioritise workload, multitask and remain calm under pressure
- 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 and the ability to work collaboratively.
- Experienced in working across a multidisciplinary team and with a wide range of suppliers.
- Someone with self-confidence who would be able to demonstrate a willingness to learn, have strong resourcefulness, initiative and problem solving abilities.
- Instinctive, with the ability to think creatively - to try, fail, learn, and try again.
- Willing to work flexibly, including evening work as required.

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. Note that referees will not be contacted without prior consent.
- 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 Monday 11 March 2024.

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. 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.

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.](#)

- Ends -