

## **Recruitment Call** for Cultural Spaces Coordinator

**We are seeking to recruit a Cultural Spaces Coordinator**

**Closing date for applications: Thursday 29 February 2024**

### About the programme/position

The Cultural Spaces Department is a new department for the organisation. As our plans and activities grow, we are expanding our team to effectively service and support the needs of the department across several buildings and programmes.

The Cultural Spaces Coordinator is part of a team that supports the Head of Cultural Spaces with cultural spaces sales and hire development and supports internal events as part of the Company programming in order to engage and grow audiences in cultural participation.

Reporting to the Head of Cultural Spaces, the role is to support cultural spaces sales and event hire activity and work collaboratively with other members of the Dublin City Council Culture Company team to support our ambitions. There is a requirement to work evenings and weekends as needed.

As part of Dublin City Council Culture Company's vision 'A Dublin where culture connects everything and everyone', our approach to collaborating in our spaces and making our spaces available for other organisations to hire and make use of is embedded in culture and connection. This forms our Cultural Spaces Strategy which this role works to fulfil.

We think of our spaces as not just empty rooms but as cultural spaces ripe with potential and possibility for connecting everything and everyone. As part of our Cultural Spaces Strategy we will provide spaces for use by cultural individuals, communities and organisations to host events and showcase culture in all its forms.

Currently we operate Cultural Spaces hires in 14 Henrietta Street and Richmond Barracks. The spaces we manage will expand with the needs and growth of the Culture Company to include further buildings which are in line with the company's strategies.

#### **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:

### Function and role specification:

Duties will include:

#### Customer Relationships, Care and Engagement:

- Deliver and support the highest level of customer service for all who hire, visit, and engage with the buildings the Company looks after and operates.
- Be a point of contact for event enquiries across all Company spaces and buildings and facilitate site visits for potential clients as designated.
- Engage positively with all participants and partners, including local community groups and clubs, advisory groups, artists, participants, corporate, government bodies, stakeholders, both within your individual role and function and also in collaboration with cross departmental colleagues.

#### Event Management and Delivery

- Ensure we promote venue use and learn, through feedback, how to do things better in this area. Setting up equipment and furniture within cultural spaces for external hires and internal uses.
- Responsible for the security and protection of buildings (interior and exterior) and collections, as well as the well-being of all those on-site during events.
- Carry out routine operations and conservation condition checks after every event hire.
- Coordinate on-site operations for any event you are managing including the arrangement of event staff & subcontractors, including cleaning and security.
- Ensure accurate and complete details are received by the manager of any given event ahead of delivery, including staff lists, guest lists, and equipment hire as required.
- Maintain a close collaborative working relationship with Visitor Experience teams and Venue Managers to ensure all updates, plans and cross-departmental requirements are communicated in a timely fashion.
- Lead and guide the cultural spaces and/or visitor experience team with the onsite activity of any confirmed hires.
- Ensure all equipment as required for each individual event hire as agreed is on site.
- Deliver and support the delivery of assigned Dublin City Council Culture Company events.
- Ensure full health & safety procedures and risk assessments are completed and adhered to during events.

**Administration and Finance:**

- Support venue sales and event hire administration, including, but not limited to, keeping an up to date enquiry log, arranging contracts, supporting documents, instruction sheets, and checklists, feedback forms etc.
- Ensure compliance with all financial, contractual, legal requirements and health and safety requirements.
- Ensure contracts insurance and all relevant documentation is collected in advance of any venue hire you are responsible for.
- Stock checks, ordering and management of stock levels.
- Assist in generating revenue to support the work of the wider Culture Company in line with agreed targets.
- Ensure all transactions are carried out in line with the Company's financial procedures and that all financial activity is reconciled in a timely fashion.
- Work with the finance department to ensure timely invoicing and reconciliation of all income and expenditure relating to hires, your role and function as appropriate.
- Be a power user of the Customer Relationship Management System (CRM, we use Insightly), and take a lead in moving Cultural Spaces hires administration to this system as directed by the Head of Cultural Spaces.

**Position Summary**

Post Title:	Cultural Spaces Coordinator, Dublin City Council Culture Company
Post Status:	Fixed Term Contract (full-time), two years, a six month probationary period applies.
Location:	Dublin City Council Culture Company HQ, 14 Henrietta Street, Dublin 1 and Richmond Barracks, Inchicore, Dublin 8, additional Cultural Spaces across Dublin City as required.
Reports to:	Head of Cultural Spaces
Key relationships:	Cultural Spaces Coordinator, Visitor Experience Coordinators, Venue Managers
Salary:	€34,811 gross p.a., prior to Reward & 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.
Hybrid working:	The company facilitates some hybrid working suitable to the requirement of the position, this can be discussed further with the successful candidate.
Other benefits:	Other Employee benefits include Employee Assistance Programme, Income Protection Insurance, 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.

### Role requirements

- Minimum of two years of cultural, hospitality, events or other relevant or equivalent experience.
- Track record of exceptional customer service.
- Ability to plan, organise and lead projects, to work independently and to deadlines.
- The ability to prioritise, multitask and remain calm under pressure .
- Strong administrative and organisational skills
- Proficiency across Google Suite (Gmail, G Drive, Google Docs, Google Sheets, Google Meet, Google Chat).
- Excellent verbal and written communication skills.
- Accuracy and attention to detail.

### Desirable criteria

- Experience in health and safety including any level of Risk assessments or Method Statements.
- Basic knowledge of audio-visual equipment is positive but not required.
- A suitable qualification in culture, events or hospitality is not a requirement, but could be an advantage
- 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 self-starter with a solution based approach, excellent interpersonal skills, ability to work collaboratively and experience in working across a multidisciplinary team and with a wide range of suppliers
- Confident with a willingness to learn and grow in a role
- Strong multi-tasker with the ability to triage and prioritise.
- Demonstrate resourcefulness, initiative and problem solving
- Instinctive with an ability to think creatively - to try, fail, learn, and try again
- Able to work flexibly, including some evening and weekend 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](mailto:recruitment@dublincitycouncilculturecompany.ie) with Cultural Spaces Coordinator in the subject line. Applications received after the closing date and time will not be accepted.

**Closing date for this application is Thursday, 29 February 2024.**

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 take place in an accessible location.

We envisage that any resulting first round interviews will be held during the week beginning 11 March 2024. The interviews will be in the format of competency based questions related to the specific role responsibilities and required criteria outlined within this recruitment process. 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.

Garda vetting may be mandatory for successful applicants, and you must be cleared by the National Vetting Bureau before the work can commence.

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.](#)

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