

We are seeking to recruit a General Manager.

Closing date for this application is Wednesday 28th February 2024

This is a new role in the company, and we are looking for a passionate candidate who wants to work with us to stabilise and support our teams, and to lead on the continued implementation of our processes and systems in preparation for a period of growth.

The General Manager is responsible for overseeing company-wide implementation of our day-to-day procedures with three areas of focus:

- Support teams with purchasing and compliance processes and procedures
- Support the museum team in managing stock, merchandise and cash sales
- Governance support and corporate services

The General Manager will have a key role in assisting staff to understand and implement our controls. They will be required to develop insights and to drive effective processes. The role requires an ability to problem solve and to show initiative in designing and implementing solutions that are practical and accessible to understand. A love for our work and working with our growing teams is essential.

The General Manager will assist the Finance team in the preparation for the Finance & Audit committee meetings and purchasing procedures, and will support the needs of other team members as necessary.

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.

The main areas of responsibilities of the General Manager are outlined below. Each of these areas will have a Monthly, Quarterly, and Year End focus.

Support to Teams:

- Dublin City Council Culture Company have robust and practical processes and controls to ensure effective operations, based on our Financial Procedures. The General Manager will manage these processes and procedures, including training and supporting staff.
- Support the Financial Controller in reviewing the effectiveness of the Financial Processes as used by the teams and recommending revisions based on feedback from the users of the processes, the teams.

Administration:

- Working within the Operations Teams to manage some day-to-day activity including using company accounts, petty cash and staff expenses.
- Overseeing or implementing tasks as per the agreed Finance Task List or as requested as a result of reviews to the Financial Procedures of the Company.
- Attending the monthly finance meeting and preparing checklists for signature.

Income Management:

- Working with the Visitor Experience / Front of House team to manage the cash reconciliations system, working with our Ticketsolve Box Office system. This includes ensuring that the income reporting system is complete, adhered to, and filed correctly.
- Ensuring that the system of daily cash sheets, weekly reconciliations, and cash lodgements is followed and assisting as required.

Purchasing & Compliance:

- Compliance manager - Implement core company policies in line with best practice, and ensure they are adhered to across team members, which may include delivering induction and training and one-on-one support.
- Working with the wider team to ensure the purchasing procedure is followed, including templates for decision-making, following agreed processes and filing paperwork accordingly.
- Conducting reviews of the procedures and their implementation and guiding staff in their adherence to them.
- Produce monthly, quarterly, and year end reports if requested.
- Assisting the team in the implementation of the financial procedures, systems and processes.

Budgeting:

- Work with the CEO to develop and plan a budget for the Operations Department.
- Periodically review procured services to ensure they are fit for purpose and provide value for money.
- As the company grows and develops, periodically review resourcing internally and through providers identifying how they might have evolved, adjusted or developed to better meet the needs of the company.
- Support the regular reporting systems of the company for CEO, Board, Funders and other key stakeholders (e.g. maintenance of the company Risk Register, Fixed Assets Register, Financial year-end reports, and others as required).
- To act as a GDPR data champion for the Operations Department.

Governance support and corporate services

- Support the Financial Controller in the coordination of Finance & Audit Committee meetings, communications with the committee, meeting minutes and reporting of same
- Report to the Financial Controller with timely and accurate information on controls, compliance and process audit issues

- The General Manager will also support and liaise with the Company Secretary on filing of signed accounts, CRO filings, and board requirements as they relate to financial systems
- Lead the liaison with the Company Secretary on the filing of signed accounts, CRO filings, board requirements, etc in consultation with the CEO

Position summary:

Post Title:	General Manager
Post Status:	Fixed Term Contract (full-time), three years; a six month probationary period. Full time is preferred, but can also facilitate some part time working for anyone completing a related qualification, on agreement
Location:	Dublin City Council Culture Company HQ, 14 Henrietta Street , Dublin 1, D01 HH34 or/and Richmond Barracks , Inchicore, Dublin 8, D08 YY05 with potential to work remotely on occasion, by prior arrangement.
Reports to:	Head of Operations, Dublin City Council Culture Company.
Key relationships:	Financial Controller and the rest of the Finance team, the Operations and Admin team, the Visitor Services team, and the wider company teams cross-departmentally.
Salary:	€44,103 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.
Hybrid Working:	The company facilitates some remote working suitable to the requirements 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

Essential criteria

- A minimum of three years of equivalent experience in a relevant role, or similar role in administration, general management, process auditing or compliance
- Good working knowledge of processes, documentation and relevant systems including proficiency with using spreadsheets, G-Suite, MS Office and Sage (or similar)
- Meticulous attention to detail
- Excellent communication, interpersonal skills and ability to engage with a wide range of people and commitment to work collaboratively with a wider team
- Ability to work effectively and independently, understanding what to prioritise and how to delegate effectively to meet deadlines

Desirable criteria

- Experience in a museum or cultural environment or not-for-profit sector or cultural enterprise or an interest in same
- Working knowledge of ticketing/box office systems (we use Ticketsolve)

How to apply

Applications are now invited from applicants who meet these published requirements.

Applications must include the following:

1. Your CV (including the names and contact details of two referees). Note that referees will not be contacted without prior consent.
2. A letter citing your specific skills, knowledge and experience relevant to the role specification and requirements set out here and why you are interested in this role.

Completed applications should be emailed with "General Manager" in the subject line to recruitment@dublincitycouncilculturecompany.ie

The closing date for this application is **Wednesday 28th February 2024**. Applications received after the closing date and time will not be accepted.

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. It will not be possible to provide application process feedback to unsuccessful applicants.

We envisage that any resulting first-round interviews will be held **during the week beginning 11th 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.

Interviews will take place in an accessible location. 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.

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.](#)

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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