

Recruitment Call for Visitor Experience and Venue Manager Richmond Barracks

We are seeking to recruit a Visitor Experience and Venue Manager at Richmond Barracks, Inchicore, Dublin 8.

Closing date for applications: Friday 1 March, 2024

About the position

Dublin City Council Culture Company is seeking a Visitor Experience and Venue Manager at [Richmond Barracks](#), Inchicore, Dublin 8 to help achieve our ambitious aims to connect the citizens of Dublin through culture and conversation.

Richmond Barracks is a building of historical importance [located](#) within a vibrant community. The building co-locates a library, workshops and cultural activities, along with a programme of historical tours and talks. It is also home to Culture Connects, a [programme](#) of cultural activities that celebrate the experiences and interests of the local communities and people. It is ordinarily open to the public Mondays to Saturdays. The building is operated by Dublin City Council Culture Company.

The Visitor Experience and Venue Manager at Richmond Barracks is entrusted with the responsibility of ensuring the delivery of customer service at its pinnacle. This will encompass overseeing the services of Front of House and Visitor Experience at Richmond Barracks. This includes the management of the Visitor Experience Team, consisting of Visitor Experience Coordinators, Visitor Experience Assistants, and those on work placements.

The role requires steadfast support for customer and person-focused policies and approaches. Additionally, ensuring the seamless operation of the venue and facilitating an environment that will contribute to the success of all teams and activities at the venue is a key aspect of this position. This role requires some flexible working hours, including evenings and weekends.

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.

Key Responsibilities:

Line Management:

- As the manager of the Visitor Experience coordinators and assistants, your responsibilities include overseeing their day-to-day tasks, managing the rostering of reception cover across all five days, and providing leadership to the Visitor Experience team.
- Supervise and lead the Visitor Experience coordinators, overseeing their performance and development including rostering, training, and goal setting for all team members.
- Collaborate closely with the Head of Visitor Experience and Head of Operations to ensure the team's operation.
- Address matters related to HR, finance, health and safety, and operations, ensuring strict adherence to company policies and procedures.

Front of House:

- Ensuring the team provides a warm welcome and be the primary point of contact for tour guides and the initial contact for facilitators, artists, speakers, and others involved in hosting events and activities within the building.
- Provide reports and visitor feedback data as required by the Organisation.
- Keep the Front of House administration and filing system up to date and ensure adherence to Company filing convention rules and there is consistency and efficiency in documentation.

Visitor Experience:

- Commission Visitor Experience elements involving visitor journey and audience services that are agreed with the CEO, including, for example, the building timeline, a visitor book, videos, interpretation panels, a schools offer, a family section on the website, signage and information material, and regular historical tour offers.
- Work with the Company accessibility officer and the Culture Company Accessibility Working Group to ensure the building and activities at Richmond Barracks perform to the highest possible standards in terms of accessibility and universal design.

Events, Fairs and Tour Bookings:

- Support the team running our quarterly Fairs, leading the working group and manage all Visitor Experience and customer service elements and staffing to ensure the Fairs operate successfully and ensure all invoicing protocols are completed.
- Manage the overall running of historical tours and the four seasonal Fairs in the building and provide support for other activities in the building as a whole including Walking Tours, Venue Hire, Culture Connects , Inchicore Library and other visitor experience offers as outlined or agreed.
- Manage all relevant financial administration and ensure daily cash and credit card reconciliations are correct, and filed appropriately.

Engagement:

- Work with colleagues in the Engagement team by providing a warm welcome in Richmond Barracks and further the company goals where appropriate.
- Support connecting the work of Richmond Barracks to the local community by seeking opportunities for new relationships and links to support cultural access and connection to our work

Operations & Facilities Support:

- Oversee the coordination of security and cleaning services for the Richmond Barracks building, with approved budgets and necessary approvals from the line manager.
- Supervise project-related activities undertaken by the gardener and other contractors such as the gardener in charge of maintenance and garden maintenance suppliers, while procuring suitable tools as needed.
- Maintain adherence to Health and Safety compliance standards for visitors, artists, and facilitators, in accordance with the Health and Safety Policy outlined by Dublin City Council Culture Company.
- Conduct comprehensive monitoring of Richmond Barracks, including collections care, conservation efforts, facility management, and visitor experience considerations. Promptly report noteworthy observations to the Collections Manager.
- Execute financial procedures, and adhere to the proper administrative systems and record-keeping practices as stipulated by the policies and procedures of the finance department.
- Engage in Research & Development activities, record-keeping, management of footfall trackers, and the administration of surveys and snapshots to inform ongoing improvements and enhancements of the Visitor Experience offer.

Position Summary

Post Title:	Visitor Experience and Venue Manager Richmond Barracks Dublin City Council Culture Company.
Post Status:	Fixed Term Contract (full-time), three years, a six month probationary period applies.
Location:	Richmond Barracks, Inchicore, Dublin 8 and Dublin City Council Culture Company HQ, 14 Henrietta Street, Dublin 1.
Reports to:	Head of Visitor Experience and Audience Services.
Key relationships:	All teams across the Company. Company Operations Team: Head of Operations; Operations and Administration Coordinator; other Company Heads of Department and CEO; Venue teams at Richmond Barracks, 14 Henrietta Street and other buildings if relevant; financial administration team.
Salary:	€44,103 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 requirements of the position, this can be discussed further with the successful candidate.
Other benefits:	Other Employee benefits include the 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 requisite minimum of three years of proven experience in venue, office management, or line management roles.
- Demonstrated experience in public-facing, engagement, customer service, or front-of-house positions.
- Efficiency in utilising ticketing systems (we use Ticketsolve) and rostering software (we use RotaCloud).
- Strong administrative skills and a high level of proficiency in Google Suite (Gmail, G Drive, Google Docs, Google Sheets, Google Meet, Google Chat)
- Experience in public facing, engagement, customer service, or front of house roles.
- Demonstrated proficiency in planning, organising, and leading projects, coupled with the capacity to work autonomously and meet deadlines.
- Adept at prioritising workloads, multitasking, and maintaining composure in high-pressure situations.
- Exemplary accuracy and meticulous attention to detail are inherent traits.
- Possesses exceptionally strong written and verbal communication skills.

Desirable criteria:

- Possesses a practical understanding of venue management and event management.
- Has experience working or volunteering with a local community group, project or building.
- Demonstrates an understanding of the work and values of the Dublin City Council Culture Company, along with an awareness of its goals and aspirations.
- Additionally, exhibits specific knowledge and a keen interest in Richmond Barracks, possessing an understanding of its objectives and the core framework in which it operates.

Person specification:

The ideal person for this role will:

- Demonstrate personable and amiable qualities and is a 'people person'.
- Exhibit a capacity to collaborate seamlessly within a dynamic, creative, and adaptable team.
- Be good at establishing and sustaining working relationships.
- Possess effective organisational and time management skills, coupled with self-confidence and a proactive willingness to learn.
- Provide strong resourcefulness, initiative, and problem-solving capabilities.
- Be available for flexible working hours, including evenings and weekends.

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)
- 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 and Venue Manager Richmond Barracks' in the subject line.

The closing date for this application is 5pm on Friday 1 March, 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. Interviews will take place in an accessible location. 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 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.

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.](#)

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

- Ends -