

# **Recruitment Call** for Head of the Operations & Administration Department

**We are seeking to recruit a Head of the Operations & Administration Department at Dublin City Council Culture Company**

## **Department head**

**Lead functions of the department include General Manager / Operations / Administration / Facilities / Human Resources / Health & Safety**

**Closing date for applications: Tuesday 31 August 2021**

## About the position

Dublin City Council Culture Company is seeking a Head of Operations & Administration to ensure the smooth and efficient running of the organisation, to help achieve our ambitious aims to connect the citizens of Dublin through culture and conversation.

Working closely with the CEO as part of the senior management team, the Head of the Operations and Administration Department is responsible for the running of the administrative, finance, legal, IT, HR, health & safety and governance functions of the company, as well as overseeing the facilities management of two heritage buildings (14 Henrietta Street and Richmond Barracks).

The role is that of the Head of a department which combines the work of a General Manager, with management of administration teams and the operations and facilities activities of the company. The candidate will lead the Operations and Administration Department and work closely with the other departments across the organisation. The role is supported by a team including contactors, employees and specialist suppliers. The role carries the designated responsibility of Accessibility Officer, Health and Safety Officer and Child Protection Officer within the company.

You should be a responsible leader with an analytical and strategic mind, committed to productivity and compliance, with a broad knowledge and interest in the cultural, creative and heritage sectors. The role will contribute to the strategic and future planning for the organisation and the delivery 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.

## About the role

### Function and role specification

The Head of Operations & Administration is a key member of the senior management team, and in leading the Operations and Administration Department will work closely with all departments - Creative Engagement; Communications; Project Development; Visitor Experience and Engagement - to support the development of the work of the company.

The Operations and Administration Department's aim is to elevate the work of the company, to identify and implement efficiencies, streamline administrative processes, encourage connectivity and implement technology solutions that improve and support the delivery of our programmes.

The Head of Operations & Administration will work collaboratively to further the work of the company across a number of buildings and programmes

Key responsibilities include:

**HR management**, responsibilities include:

- Management of all 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 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.
- Working with the wider team to identify and manage training opportunities and professional development programmes that benefit the work of the company.

**Universal design and accessibility**, responsibilities include:

- Act as Access Officer for the company.

- Lead a working group to implement, review, drive and monitor the company's Universal Design and Accessibility policy including budgeting and administration
- Working with health and safety and accessibility consultants to conduct regular accessibility audits.

**Administration 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, review and implement all existing operational and administrative policies, procedures and systems 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.
- Further develop the company customer record management system (Insightly), promoting its use and improving connectivity across the organisation.
- Implement core company policies and ensure they are adhered to across team members which may include delivering induction and training.

**Facilities management**, responsibilities include:

- Facilities management of all company run buildings, including historical sites 14 Henrietta Street and Richmond Barracks, to include maintenance, facilities, utilities and building services contractors (eg. IT, security, Audio Visual, phones, lift, CCTV, water, HVAC).
- As possible other buildings and programmes come on stream, ensure smooth integration with the company way of doing things.
- Ensure that all operations and facilities management systems support the Company's participation in the Museum Standards Programme for Ireland (MSPI) as it works towards museum accreditation for 14 Henrietta Street specifically.

**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.
- Manage an annual audit with our health and safety consultants and secure what is required for effective 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 and governance**, responsibilities include:

- Work with the CEO to develop and plan a budget for the Operations and Administration Department.

- 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.
- To act as a GDPR data champion for the Operations and Administration Department.

## Role requirements

The ideal person for this role will have:

- Minimum of 5 years of administrative and project management experience at a senior level 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 interest in, and understanding of, working in heritage sites or multiple site cultural programmes is an advantage
- An instinctive ability to think creatively - to try, fail, learn, and try again

## Position summary

**Post title:** Head of Operations & Administration, 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:** Other Heads of Departments as part of the senior management team, facilities and venue teams at 14 Henrietta Street and Richmond Barracks including collections and conservation, financial and administration teams and HR, IT and other service suppliers.

**Salary:** €48,000 gross per annum.

**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](mailto:recruitment@dublincitycouncilculturecompany.ie) with “**Head of Operations & Administration**” in the subject line. Applications received after the closing date and time will not be accepted.

**Closing date for this application is Tuesday 31 August 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 **13 September 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](http://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](http://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