



Visitor Experience Manager – Museum of Literature Ireland

Start Date March 2019

Salary c. €30,000, depending on experience

Contract Fixed term - 2 years, route to permanency

Employer and Location: Newman House Literary Centre CLG,
UCD Newman House, 86 St Stephens Green, Dublin 2, Ireland

Reports to Head of Operations

CV's and cover letter to: bureau@moli.ie

Application deadline 9am, Monday 25th February 2019

About the Museum of Literature Ireland

A partnership between UCD and the National Library of Ireland, the Museum of Literature Ireland (MoLI) is a new landmark cultural institution in the heart of Ireland's capital city. Picturesquely located on the south side of St Stephen's Green, the museum draws inspiration from the work of Ireland's most famous writer James Joyce, as well as celebrating our internationally-renowned literary culture and heritage, inspiring the next generation to create, read and write.

Immersive multimedia and interactive exhibitions on James Joyce and other influential Irish writers, lecture and performance spaces, temporary exhibitions, house and garden tours, a bookshop and garden-level café are set in the spectacular architectural heritage of UCD's Newman House and its beautiful green surroundings. These public facilities are seamlessly integrated into a stunning suite of refurbished seminar and reception rooms available for small group conferences, meetings and board events, making the museum a truly unique and highly attractive proposition for international visitors and locals alike.



About the Role

We are seeking an experienced customer service professional to join MoLI's management team at a key moment in the museum's development. The Visitor Experience Manager will have responsibility for leading a large team in the delivery of high quality duty management, ticketing, gallery management, audience welcome and engagement across all the museum's activity.

During a demanding pre-opening period of three months, the Visitor Experience Manager will work closely with the Head of Operations to recruit, induct and train a team of Visitor Experience Assistants and volunteers, and establish procedures for all day-to-day operations of the museum.

The Visitor Experience Manager will work as part of a three person duty management team working in shift pattern to ensure smooth operation of the museum across a 7 day week that will include weekends, evenings and mornings outside the core opening hours of the museum.



Job Description

Visitor Experience Standards

- Working with the Head of Operations, contribute to the induction, training and personal development strategy for the newly recruited Visitor Experience Assistants
- Ensure that processes are in place for setting and monitoring the expected levels of performance and behaviour of all members of the Visitor Experience team
- Work closely with the Head of Operations and the Learning Manager to supervise the museum's Front-of-House volunteers
- Ensure excellent standards of presentation; safety, security and access compliance of exhibitions, displays, publicly-accessible rooms, circulation spaces and visitor facilities
- Develop and implement a strategy for collecting, analysing and actioning staff and visitor feedback on the overall experience and for exhibition and operational issues
- Be an advocate for the visitor in all museum planning and evaluation activity using evidence and a constructive approach to making suggestions and improvements

Audience welcome and engagement

- Lead, motivate and empower all members of the Visitor Experience team in delivering a proactive, confident and friendly welcome and high standard of engagement with all audiences
- Act as a senior point of contact for visitor queries, complaints and comments.
- Ensure all members of the Visitor Experience team are equipped to deal proactively with visitor enquiries
- Support the delivery of formal and informal visitor engagement initiatives, relevant to specific audiences, through the Visitor Experience and Volunteer teams



Duty Management, Security and Health and Safety

- As part of a three person team, act as one of the museum's key-holders and duty managers
- Deliver an excellent duty management service and ensure smooth operations for museum core public hours and for all events across the operational spheres of ticketing, gallery management and retail
- Execute the museum's staffing plan efficiently through the monthly rota
- Working closely with the Head of Operations and the management team, review and contribute to the museum emergency, incident response, risk management and business continuity procedures
- Be trained as a First Aider and Fire Warden
- Contribute to planning for exhibitions, gallery management duties and staffing resources, events, maintenance and facilities activity

Line management

- Undertake line management of the Visitor Experience Assistant Team
- Ensure an effective process for measuring feedback, ideas and suggestions from team members and that an action plan for implementing development opportunities and improvements to performance is in place
- Work with the Head of Operations to monitor the headcount for all roles and undertake recruitment and induction sessions to anticipate any potential shortfalls in available staff
- Ensure effective communication on departmental and organisational plans and objectives to all team members; provide motivating feedback on success and constructive feedback on areas for improvement

**Museum of
Literature
Ireland**

**Músaem
Litríochta na
hÉireann**

Newman House,
St Stephen's Green,
Dublin 2, Ireland
+ 353 (0)1 477 9811



- Working with the Head of Operations and the rest of the management team, prepare and deliver daily briefings and training for public-facing staff and volunteers
- Assist in the supervision of the museum's Front-of-House volunteers
- Reflect the museum's Human Resources Strategy in the delivery of line management activities



Knowledge and Experience

Essential

- Experience of line management for a public-facing team
- Demonstrable experience of managing a regular rota
- The ability to motivate and lead a large team
- A good understanding of issues associated with diversity, representation and social inclusion
- Experience of duty management responsibilities such as enforcing health and safety, security and cash handling procedures in a public-facing environment
- Experience of recruiting and training team members
- Innovative, imaginative, creative and self-motivated
- Excellent verbal and written communication skills
- Strong organisational skills and an ability to work to tight targets and deadlines
- A self-starting collaborative mindset, working both in a team and on your own initiative
- A passion for exceeding visitor expectations; willingness to go beyond core duties to ensure an excellent experience and instil this mindset in others

Desirable

- Experience of managing or supervising volunteers in a cultural setting
- Experience of managing payroll processes
- A background or interest in Irish Literature
- Experience of working with point-of-sale or box office systems
- First Aid trained and experience of undertaking duty First Aider role
- Second/further language skills