



## Visitor Experience Team Leaders – Museum of Literature

### Ireland

**Start Date** June 2019

**Salary** up to €26,000, pro rata, 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** Visitor Experience Manager/Head of Operations

**CV's and cover letter** to: [careers@moli.ie](mailto:careers@moli.ie)

**Application deadline** 9am, Monday 6th May 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 experienced customer service professionals to join MoLI's Visitor Experience team at a key moment in the museum's development. The Visitor Experience Team Leaders will support the Visitor Experience Manager in 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 the 8 week pre-opening period, the Visitor Experience Team Leaders will support the recruitment, induction and training for a team of Visitor Experience Assistants and volunteers, and contribute to the development of procedures for all day-to-day operations of the museum.

Following the museum's public opening the Visitor Experience Team Leaders will function as the core duty management team working in shift pattern to ensure smooth operation of the museum across a 7 day week that will include public and private activity at weekends, evenings and mornings outside the core opening hours of the museum. MoLI is looking to put together a team of 2 to 4 Visitor Experience Team Leaders, and we welcome applications from a wide variety of applicants; from those who wish to work only weekends to those who are interested in full time work.



## **Job Description**

### **Visitor Experience Standards**

- Working with the Visitor Experience Manager, contribute to the induction, training and personal development strategy for newly recruited Visitor Experience Assistants
- Monitor performance of all members of the Visitor Experience team and support team development
- Work closely with the Visitor Experience 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
- Ensure processes for collecting and analysing staff and visitor feedback are followed and acted upon

### **Audience welcome and engagement**

- Lead, motivate and empower all members of the Visitor Experience team in delivering a proactive, confident and friendly welcome, as well as a high standard of engagement with all audiences
- Act as a senior point of contact for visitor queries, complaints and comments
- 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**

- Alongside the Visitor Experience Manager and other Visitor Experience Team Leaders, 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 out of hours events across the operational spheres of ticketing, gallery invigilation, event management and retail
- Ensure smooth operation of the museum's staffing plan through management of the daily rota, responding to staffing issues as they arise and ensuring the museum is adequately covered for all activity, including private events
- Support the Visitor Experience Manager to review and contribute to the museum emergency, incident response, risk management and business continuity procedures
- Act as a First Aider and Fire Warden (training will be provided)
- Contribute to planning for exhibitions, gallery management duties and staffing resources, events, maintenance and facilities activity

#### **Staff & Volunteer Supervision**

- Support the Visitor Experience Manager in the daily supervision of the Visitor Experience Assistant Team
- 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**

- Demonstrable experience of duty management in a public facing role
- 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
- 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 supervising, recruiting or training staff or volunteers
- 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