

Visitor Experience Assistants - Museum of Literature Ireland

Start Date February/March 2023

Pay rate €13.50 per hour

Contract Hours Variable, Minimum 30 hours per month

Employer and Location Newman House Literary Centre CLG

Reports to Visitor Experience Shift Managers/Events Manager

CV and cover letter to careers@moli.ie

Application deadline Monday 16th January 2023 5pm

Selection Process Applicants must be available for selection sessions that will include a group activity and an interview the week commencing Monday 30th January 2023

About the Museum of Literature Ireland

A partnership between UCD and the National Library of Ireland, the Museum of Literature Ireland (MoLI) is a 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 exhibitions, priceless artefacts, lectures, performances, free-to-access Learning programmes, historic house tours, digital broadcasting, research facilities and a courtyard café set in one of the city's most beautiful and tranquil gardens make the Museum of Literature Ireland a major contribution to the local and international literary landscape.

About the Role

Visitor Experience Assistants provide exceptional welcome and first class customer service to a diverse audience of visitors from all ages and backgrounds. Visitor Experience Assistants work in a range of positions around the museum including: welcoming visitors to the museum, and processing ticket and membership sales, engaging with visitors in the exhibitions, providing sales and product support in the museum shop, and assisting the delivery of events at the museum.

Since opening in 2019 the museum has also developed a thriving business as a venue for private events such as weddings, corporate receptions and conferencing. At the present time we are specifically seeking Visitor Experience Assistants to support this programme of public and private events.

Equality, Diversity and Inclusion

At MoLI we proactively weave equality, diversity and inclusion through our work every day. We are a curious and questioning organisation, seeking to deepen our understanding of inequalities in participation and representation in the arts – curatorially, strategically and operationally – and we continuously seek out ways to develop and deliver meaningful actions to address them. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion/belief system, socio-economic background or sexual orientation.

We are a museum for everybody and want our staff base to reflect that, so we are particularly encouraging applications from disabled people, people from black, Asian and minority ethnic backgrounds, and members of the Traveller community.

Job Description

Visitor Experience

- Provide a warm and friendly welcome to all visitors and guests to the museum
- Support the delivery of public and private events via guest engagement, event set up, audiovisual and catering support
- Engage with event guests and ensure smooth coordination of each event, including ticketing, cloakroom service, queue management, and other guest facilities
- Develop an excellent knowledge of the museum and its facilities in order to add value to the visitor experience in all spheres of operation
- Proactively engage with visitors about the exhibitions and facilities available to them
- Use ticketing software to sell tickets and membership at the ticket desk
- Perform accurate ticket checks at the exhibition entrance and other checkpoints
- Provide retail sales support with enthusiasm for the museum's retail offer, taking opportunities to up-sell and add value to visitors' retail experience
- Facilitate members' enjoyment of the Member's Library
- Lead tours of the museum, historic house and gardens for visitors on pre-booked groups, public tours and as part of private events
- Proactively advocate the benefits of membership, promote events and upcoming exhibitions
- Respond positively to visitor concerns and queries, escalating issues appropriately

- Support the collection of visitor surveys and feedback
- Monitor visitor flow throughout the museum, taking a proactive approach to crowd management in busy areas and entrance queues
- Work alongside volunteers to deliver a consistently exceptional standard of customer service

Health & Safety

- Understand and proactively apply health & safety/security procedures
- Undertake duties as part of the museum's emergency procedures
- Be trained and act as a Fire Warden for the museum and the historic houses
- Follow the standards of presentation set out in the staff handbook
- Report all health & safety incidents to the relevant manager and provide written statements where required

Administrative Support

- Support the work of the museum's Development, Learning and Digital programmes through administrative tasks under the direction of relevant managers
- Undertake administrative duties on an ad hoc basis to support the museum management team
- Complete administrative duties and packaging of orders and memberships for the MoLI online shop.

Knowledge and Experience

Essential

- An interest in or willingness to learn about Irish literature
- Experience providing excellent customer service in a public-facing role
- A passion for exceeding expectations and willingness to go above core duties to ensure an excellent experience
- Excellent written/verbal communication skills in English
- A team player with demonstrable experience supporting a team in a busy environment
- Ability to work well under pressure and provide a consistent level of service at all times
- A positive attitude towards problem-solving and high attention to detail

Desirable

- Experience working with point of sale or ticketing systems

- Experience working to health & safety and security procedures
- Second or other language skills
- Experience of working in the hospitality industry
- Experience of working at private events
- Confidence in front of large groups of people