

## **ABOUT THE ARK**

The Ark is a dedicated cultural centre for children. We opened in 1995, three years after the Irish government ratified the UN Convention on the Rights of The Child (UNCRC), recognising the rights of children to “participate freely in cultural life and the arts”. The Ark was founded on the principle that children are entitled to great art made especially for them.

Our purpose is to realise children’s right to art and culture with ambition and joy. We do so by commissioning, producing and presenting fun and ambitious art for, by, and about children from birth to twelve. Our work is also our advocacy.

We share the work of brilliant and daring Irish and international artists in our award-winning, purpose-designed home in the heart of Dublin’s Temple Bar, as well as in-person and online in schools, in libraries, in early years and care settings around Ireland. We seek to engage children in the places and spaces and on the platforms that are meaningful to them. We often work in partnership with others as artistic collaborators or to advance the diversity and inclusivity of our engagement with children.

Child participation is at the heart of our practice. We work closely with our Children’s Council and have a robust model of child participation embedded across all of our programmes. Consultation with children actively, comprehensively informs all our decision-making.

As firm advocates of children’s right to art and culture and as leaders in participatory practice, we regularly share our resources and knowledge with artists, educators and all those interested in child-centred arts practice. We also curate specific professional development opportunities for teachers and artists, and work with other like-minded organisations to advance children’s rights to art and culture as part of their learning and development.

In April 2024 we published *The Ark Strategy 2024-2028* which sets out our ambition to be a thriving, inclusive, sustainable, climate-friendly organisation, recognised for the integrity, influence and impact of our work in realising children’s right to art and culture.

Building on our leading, rights-based, child participation practice we will innovate to further engage children as co-creators in the artistic process. Together, through ongoing collaboration with diverse artists we will create playful, experimental art for today and imagine the art of the future.

To mark our 30th anniversary in 2025, we broadened our audience for children from birth to 12, establishing an equitable and profound early years practice to include babies in our programming for the first time.

We will continue to be a vocal champion of the arts and of artists and a trusted advocate for children, working closely with them and on their behalf, to ensure their right to art and culture is meaningfully realised in both policy and practice.

With these commitments and by living our values: dreaming big, thinking ahead, opening hearts and minds, showing kindness and care, and, of course, having fun, The Ark will remain at the heart of artistic life for children in Ireland.

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## **THE ROLE**

This is a fantastic opportunity for an experienced box office and administrative lead to join and really make an impact in an established and ambitious arts organisation. The right person will bring strong experience and the energy and drive to coordinate the box office, reception and visitor services function

## JOB DESCRIPTION: Box Office & Visitor Services Administrator (Full-Time, Maternity Cover)



of The Ark. Key to the role is the ability to take joy and thrive in delivering detailed and consistent administrative processes designed to support and enhance all public-facing activity here at The Ark. They will supervise the smooth running and administration of The Ark's Visitor Services Team and support the Marketing & Visitor Services Manager with all duties relating to box office and front of house including management of systems, rosters and customer service.

### Purpose

There are four main broad aspects to the role:

- **Box Office & Administration:** This is the primary function and involves supporting all aspects of The Ark box office and reception activities, ensuring that operations are efficient, organised and welcoming. This role will assist the Marketing & Visitor Services Manager with the supervision of the day-to-day activities of the Visitor Services Assistants, working closely with the Front of House & Visitor Services Coordinator. This role will also support other team members with programme-related administrative tasks as required.
- **Visitor Services:** Together with the Visitor Services Coordinator, taking a supervisory role in the Visitor Services Team to support the day-to-day activities of the team in facilitating and supporting The Ark's programme delivery and audiences.
- **Communications:** As a key part of The Ark's communications team, supporting institutional and programmatic marketing campaigns, ensuring that the wider Visitor Services Team have the information that they need when engaging with our audiences. Administration tasks will include maintaining online listings sites, coordinating the capturing of audience feedback.
- **Membership:** This involves the administration of The Ark's Membership scheme, working closely with the Development & Advocacy Manager. Tasks will include renewal reminders; benefit checks; regular correspondence; assisting on the coordination of member events; maintaining and updating the database; preparing reports on membership activity.

### Reporting

Reports to the Marketing & Visitor Services Manager

**Key Relationships:** Visitor Services Coordinator (Part-Time), Visitor Services Assistants, Engagement & Participation Team, Development & Advocacy Manager, and General Manager.

### Key Responsibilities:

#### Box Office & Administration

- Being welcoming, friendly and helpful to the public. Maintaining the highest level of customer service, promoting the image of The Ark while always ensuring the comfort and well-being of our audiences and ensuring that the public and schools' first point of contact with The Ark is welcoming and informative.
- Taking accurate bookings for all events, processing payments as required, putting administrative systems in place as appropriate.
- Handle incoming calls to The Ark and dealing with bookings and enquiries. Ensure that all messages are passed to other staff members efficiently and quickly.
- Work with the General Manager and Marketing & Visitor Services Manager to get the best out of The Ark's Ticketing System – Ticketsolve – supporting the training and supervision of the Visitor Services Assistants.
- Maintain an efficient system for the implementation of school and public booking confirmation arrangements and other procedures established to deal with reservations, cancellations, payments etc.

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- Oversee daily box office reconciliations and prepare weekly banking and reconciliation reports for the finance team.
- Supporting the preparation and management of Visitor Services rosters liaising with Programming staff and the General Manager to establish cover required and budgets.
- Respond to incidents, complaints and first aid issues in a calm and efficient manner, escalating to senior staff as needed.

### **Visitor Services**

- With the Visitor Services Coordinator, deputise for the Marketing & Visitor Services Manager where required in relation to Visitor Services activity and supervise the work of the casual Visitor Services Assistant team.
- Ensure that the child is at the centre of the Visitor Services Team's work, taking every opportunity to encourage and celebrate their voices, their creativity, their opinions and their ideas
- Lead by example by delivering The Ark's Visitor Services approach in line with our mission statement, values, and code of conduct and ensure that The Ark's Child Safeguarding Policy is implemented consistently.
- Assist in ensuring that all Visitor Services staff and volunteers are trained to the highest standards in relation to The Ark's policies and procedures and their roles in delivering The Ark's strategic priorities.
- Ensure that all Visitor Services staff working on a shift are fully informed, supported and able to explain The Ark's vision, mission, code of conduct, and strategy to audiences and other stakeholders.
- Through consistent delivery of The Ark's Visitor Services activities, play a key role in raising public awareness of every child's right to culture.

### **Communications**

- Efficient detailed administration of The Ark's customer database in line with The Ark's data protection policies.
- Support the Communications Team with the planning, creation, and distribution of digital and physical communications to schools and public.
- Identify opportunities and innovative methods of seeking and recording audience feedback – particularly from the children engaging with our work.

### **Memberships**

- Lead on the administration of The Ark's Membership schemes working closely with the Development & Advocacy Manager and Visitor Services Team to ensure that Members are looked after.
- Identify opportunities to drive the recruitment and retention of members in consultation with the Development & Advocacy Manager.

Support The work of The Ark with any other duties requested by the Director or General Manager in response to opportunities or challenges that may arise.

### **PERSON SPECIFICATION:**

#### **Knowledge and Experience:**

- Minimum of 3 years' experience in a public-facing administrative role.
- Demonstrable experience overseeing extensive administrative systems.

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- Significant experience with computerised ticketing systems including event set-up and reporting. Knowledge and experience with Ticketsolve would be a particular advantage
- Experience supervising and motivating teams in delivering events or activity, delivery training as required.
- Previous experience with membership or friends schemes would be an advantage.

### Skills:

- Excellent IT skills – specifically excel, word and database management.
- Excellent communication skills and a friendly and outgoing manner.
- Ability to manage difficult situations calmly and effectively.
- Ability to prioritise time and tasks efficiently and effectively.

### Personal Attributes

- Excellent organisational skills, with a passion for detail.
- Positive, energetic and committed to the ethos, values and ambition of The Ark.
- Ability to multi-task, prioritise competing demands and meet deadlines.
- Approachable, a good communicator who credibly represents their role internally and externally.
- Someone who takes ownership and responsibility and works well in a small team.
- An interest in the arts and culture and an enthusiasm for work with children and young people.

## TERMS

This is a full-time role (35 hours per week) working primarily a **five-day week on a rota covering Monday to Sunday**. Regular weekend and occasional evening work will be required. This is a venue-based role, with the majority of the work being based at The Ark's venue in Dublin.

This is initially a one-year fixed term appointment with a 6-month probationary period. There is a holiday entitlement of 20 days per annum, in addition to public holidays. There are also 5 company holidays allocated on Good Friday and over the Christmas period. Garda (police) vetting is a requirement of the appointment process.

### Salary

€37,500 per annum.

All staff have access to a free and confidential Employee Assistance Programme.

The Ark is committed to creating a diverse environment and is proud to be an equal opportunity employer. The Ark's Equality, Diversity & Inclusion Policy can be found [here](#).

## HOW TO APPLY

Interested candidates are invited to apply by completing / providing the following items:

1. A CV highlighting your relevant experience for this role.
2. A covering letter outlining your experience and reason for applying for the role.

Please send your application by email only addressed to Al Russell, General Manager to [al@ark.ie](mailto:al@ark.ie) with subject line 'Box Office & Visitor Services Administrator Role'.

**Closing date for applications is Monday 16 February at 5pm.** *Late applications will not be accepted.*

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Please note that successful candidates will be required to provide proof of identity and complete our Garda vetting process.

All applications will be treated in the strictest confidence.

### **Interview Dates and Selection methods**

- Initial short-listing of candidates will be on the basis of the information contained in their CV and covering letter.
- Candidates who are short-listed will be invited to attend for interview at The Ark on the 20 February.
- In line with our data protection policy, we will only use the information that you provide for the purposes of this recruitment process. On completion of the process, your information will be securely retained for a maximum of 6 months before being erased.