

## **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.

## **THE ROLE**

The Visitor Services Assistant (VSA) team plays a key role in the delivery of The Ark’s strategic priorities, as they work closely with the whole of The Ark team as the main point of contact for our schools and public audiences. It is a multi-skilled and varied role designed to deliver the warmest of welcomes and support and enhance all public-facing activity here at The Ark and offsite in other

venues, in line with our mission statement and core values.

### **Purpose**

There are two main aspects to the role:

- **Front of House:** Working alongside their Visitor Services colleagues, artists, and other members of The Ark's team to deliver safe, fun, and creative experiences. The focus for the VSA is always on our audiences and visitors, ensuring that they are welcomed, supported, and looked after during their time with The Ark – whether in our venue or offsite - seeing a performance, navigating an exhibition or taking part in a workshop. The VSA will consistently deliver and enforce The Ark's health and safety and Child Safeguarding Policies.
- **Box Office:** Supporting the Visitor Services team in all aspects of The Ark's box office and reception operations, ensuring that operations are efficient, organised, and welcoming. You will also have a key role in helping to promote The Ark and all its events.

### **Reporting**

Reports to the Marketing & Visitor Services Manager.

### **KEY RESPONSIBILITIES:**

- 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.
- Being welcoming, friendly and helpful to the public. Retaining the highest level of customer service, maintaining and promoting the image of The Ark.
- Ensuring the safety of our guests at all times.
- Timekeeping – Ensuring public spaces are ready and open for guests to arrive. Keeping an eye on the time and liaising with artists and other staff to enable events to start and finish on time.
- Respond to incidents, complaints and first aid issues in a calm and efficient manner, escalating to senior staff as needed. Ensuring that everything is reported to appropriate staff members and included in the end of day report.

### **On Box Office:**

- Ensure that the public and schools first point of contact with The Ark is welcoming and informative.
- Take bookings for all projects/events by phone and in person, processing customer information in line with The Ark's Data Protection policies and procedures established by the Visitor Services Manager and Coordinator.
- Distribute and control ticket collection for all projects/events.
- Handle incoming calls to The Ark and deal with enquiries, ensuring that all messages are passed to other staff members accurately and efficiently.
- To assist on reconciling daily sales reports for box office.

### **In the Theatre:**

- Liaise with the production team & performers in order to open the house on time – generally 15 minutes before the show. Check tickets, record attendance numbers and report these to the Box Office as the show begins
- Ensure audiences are comfortably seated and are aware of our policies, and where the fire exits are in case of emergency.
- Facilitate engagement and interaction from children but being ready to positively deal with any situation where this interaction is affecting the safety and comfort of the audience or disrupting the performance.

### In a Workshop:

- Introduce yourself to the artist and any workshop assistants, ensuring that you are briefed on the workshop content and structure.
- Ensure that the workshop & public spaces are safe and ready for participants to arrive.
- When the workshop is due to start, liaise with Box Office to ensure that everyone has arrived. When everyone has arrived, give an official introduction to yourself and The Ark and talk them through what is going to happen. Walk workshop participants to the workshop space, checking tickets and name tags are in place.
- During the workshop, remain in the space to safeguard the experience of the participants as well as any parents or family that are also in the space.
- Support the workshop facilitators and assistant to encourage engagement and interaction.
- Make everyone feel included and respected. Not forcing anyone to be involved if they don't want to and finding an alternative for them if necessary.
- At the end of the workshop, ensure that everyone has their belongings and escort them out of the workshop space, back to the waiting area. Ensure that every child is safely collected by their grown-ups before you leave that space.

### In the Exhibition space

- Open up the gallery/space: turning on any lights or installations where necessary.
- Welcome the guests as they arrive into the space. Give suggested starting points or an introduction as appropriate.
- Throughout opening hours, ensure that visitors and the artwork are constantly monitored to ensure safety and security.
- Maintain tidiness and order in the space. Set up & maintaining of response areas

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### Requirements for the role:

- Minimum of 2 years' experience in an administrative and customer service role.
- Excellent IT skills – specifically excel, word and database management.
- Experience with computerised ticketing systems an advantage but not essential.
- Previous experience working with children, in events or within an arts organisation would be an advantage.
- Flexibility and willingness to work in both The Ark in Temple Bar as well as in off-site locations where we deliver activity – key locations include Coolock, Ballyfermot, Cabra and Central Libraries.

### Personal Attributes:

- Ability to work co-operatively and within a team structure
- Able to work autonomously and take initiative
- Excellent communication skills and a friendly and outgoing manner
- An interest in the arts and culture and an enthusiasm for work with children and young people
- Excellent organisational skills and attention to detail
- Ability to manage difficult situations calmly and effectively
- Ability to prioritise time and tasks efficiently and effectively

### Rate of Pay

The role is paid hourly at a rate of €16.48 (the pro-rata equivalent of an annual salary of €30,000). Holiday pay is paid quarterly.

### Contract

**This is a casual role, with hours varying from week to week depending on the needs of the programme and your own availability.** A rota is created monthly based on your availability and the shifts available.

### Working Hours

Shifts will primarily be during the day, with the occasional evening shifts available. We are ideally looking for people with weekend availability as well as some weekday availability.

Work will generally take place in our venue in Temple Bar, as well as offsite activities, including Coolock, Ballyfermot, Cabra and Central Libraries.

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## 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 also include details of your proximity or access to Coolock Library.

Please send your application by email only to Al Russell, General Manager at [al@ark.ie](mailto:al@ark.ie) with subject line 'Visitor Services Assistant Role (Casual)'. You can also use this email address for any questions that you may have.

**The closing date for applications is Tuesday 02 June at 12pm.** *Late applications will not be accepted.*

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. 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](#).

### 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, currently scheduled to be held in-person at The Ark on 4/5 June.
- 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.