



ROLE: VISITOR SERVICES ASSISTANT (Full-Time)

ABOUT THE ARK

The Ark is a dedicated cultural centre for children. We create opportunities for children, along with their families and friends or with their school, to discover and love art. Through our work with leading Irish and international artists children can enjoy performances in our unique child-sized theatre, view engaging exhibitions or participate in creative workshops.

JOB DESCRIPTION

Purpose: The Visitor Services Assistant (VSA) 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, in line with our mission statement and core values. There are two main aspects to the role:

Box Office & Administration: Supporting the Visitor Services Coordinator 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.

Front of House: Working alongside the Duty Manager, artists and other team members 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 at The Ark – whether in the theatre 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 protection policies

Reporting: Reports to the General Manager [Direct Report] and the Visitor Services Coordinator

Responsibilities:

General:

- 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.
- Administration – Supporting the organisations general administration duties as required. Deputising for the Visitor Service Coordinator as required.

On Box Office:

- To ensure that the public and schools first point of contact (box office) with The Ark is welcoming and informative.
- To take bookings for all projects/events by phone and in person, processing customer information in line with The Ark's Data Protection policies.
- To distribute and control ticket collection for all projects/events.
- To handle incoming calls to The Ark and deal with enquiries, ensuring that all messages are passed to other staff members accurately and efficiently.
- To support the Visitor Services Coordinator with administration tasks and processes.

In the Theatre:

- Liaising with the production team & performers in order to open the house on time – generally 15 minutes before the show. Checking tickets, recording attendance numbers and reporting these to the Box Office as the show begins
- Ensuring audiences are comfortably seated and are aware of our no food, no photography, no phones policy, and where the fire exits are in case of emergency.
- Facilitating 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:

- Introducing yourself to the artist and any workshop assistants, ensuring that you are briefed on the workshop content and structure.
- Ensuring 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, remaining 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.
- Making 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

- Opening up the gallery/space : turning on any lights or installations where necessary.
 - Welcoming the guests as they arrive into the space. Giving 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 role with customer service experience
- Excellent IT skills – specifically excel, word and database management.
- Experience with computerised ticketing systems an advantage.
- Previous experience working with children, in events or within an arts organisation would an advantage.

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
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Rate of Pay

€25,000 per annum

Contract

This is an initial 1-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.

Working Hours

This is a full-time role of 35 hours (excluding lunch breaks) per week, working five days in every seven. Shifts will primarily be during the day, with the occasional evening shifts. This role involves significant amount of weekend work.

APPLICATION PROCESS

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 to Al Russell, General Manager, al@ark.ie. **The closing date for applications is Monday 28 Jan 2019 at 5pm.**

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

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 to be held **on Tue 5 Feb** at The Ark, 11a Eustace Street, Temple Bar, Dublin 2.
- 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.