



ABOUT THE ARK

The Ark was born of a deeply-held belief in children's right to art and culture as equal citizens within our society. That radical vision was informed by the principle that all children have the right to artistic and cultural participation just as they have a right to play. Our mission is to create opportunities for children to love and discover art as a fundamental part of their childhood, no matter what their background or gender. Since its founding in 1995, more than 500,000 children and adults have attended programmes at The Ark. The Ark Strategy: 2017-2020 identifies four clear areas of strategic priority for The Ark over the next four years, namely: excellence, engagement, sustainability and advocacy.

We commission, produce and present work for, by and about children, from the ages of two to twelve years old. We do so in our architecturally award-winning home in the heart of Dublin's Temple Bar, leased through a long-term cultural use agreement with Temple Bar Cultural Trust. We also work off-site and on tour in Ireland and abroad. 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. We also curate specific professional development opportunities for teachers and artists. We work in partnership with others as artistic collaborators and regularly share our resources and knowledge with artists, educators and all those interested in child-centred arts practice. We also work with other like-minded organisations to advance children's rights to art and culture as part of their learning and development.

THE ROLE

The Ark wishes to recruit a Visitor Services Coordinator to supervise the smooth running and administration of The Ark's Visitor Services Team. The Visitor Services Coordinator is a multi-skilled and varied role designed to support and enhance all public-facing activity here at The Ark.

Purpose

There are three main aspects to the role:

- **Box Office & FOH:** This is the primary function and involves supporting all aspects of The Ark box office, customer service and reception activities, ensuring that operations are efficient, organised and welcoming. Supervision of the day-to-day activities of the Visitor Services Assistants.
- **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.
- **Communications & Administration:** 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 and assisting with The Ark's social media content. This role will also support other team members with administrative tasks as required.

Reporting

Reports to the Marketing & Visitor Operations Manager

Key Relationships: Visitor Services Assistants, Development & Advocacy Manager and General Manager.

Key Responsibilities:

- Being welcoming, friendly and helpful to the public. Maintaining the highest level of customer service, promoting the image of The Ark while ensuring the safety of our audiences at all times.
- Responding 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.
- To supervise and encourage the visitor services team's activities, ensuring that standards and policies are kept high and implemented.
- Coordinate the Visitor Services Team's rota in line with the structure and hours agreed with management, ensuring that the team are fully aware of their shifts and roles.
- To take accurate bookings for all events, processing payments as required.
- To coordinate secure and effective ticket collection for 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 reconcile daily and weekly sales reports for box office.
- To investigate booking, online ticketing and computer errors in a timely manner.
- To coordinate an effective administrative process for new members and renewals.
- To administrate our Ticketsolve customer database, keeping it up to date and accurate, in line with The Ark's Data Protection policies.
- To ensure that the physical space in the reception area is at all times clean and welcoming to the public and that all notice boards and information points are up-to-date.
- To ensure that all activities carried out by the Visitor Services Team are in line with The Ark's mission statement, core values and child protection policies and procedures.

Requirements for the role:

- Minimum of 4 years' experience in an administrative role with customer service experience
- Excellent IT skills – specifically excel, word and database management.
- Experience with computerised ticketing systems - experience with Ticketsolve would be a particular advantage.
- Previous experience with membership or friends schemes 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

Salary

€27,000 per annum.

Contract

The position is initially a one year full time contract, subject to a 6 month probationary period and an annual performance review.

Holidays

20 per annum pro rata [Jan –Dec] with an additional 5 company holidays allocated at the discretion of the company [Good Friday and Christmas]. Staff are also entitled to annual public holidays or equivalent time off in lieu if they are working on a programme.

Working Hours

This is a full-time role [35 hours week excluding lunch]. Shifts will be primarily in a 5 day period in any given week Monday to Sunday with the occasional evenings required. Time off in lieu will be given for any authorised overtime as per company policy - see staff handbook.

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, Marketing & Visitor Operations Manager, al@ark.ie.

The closing date for applications is Monday 17 September 2018 at 12pm. *Late applications will not be accepted.*

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 Thu 20 or Fri 21 September** 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.