

Head of Operations – MoLI Museum of Literature Ireland

Start Date: Available immediately

Salary Range: €50,000 to €60,000 per annum D.O.E

Contract: Full-time, Permanent

Working Hours: 37.5 hours per week

Employer & Location: Newman House Literary Centre CLG, UCD Naughton Joyce Centre, 86 St Stephen's Green, Dublin 2, Ireland

Reports To: MoLI CEO/ Director

Expressions of Interest (with CV) to: careers@moli.ie

Application Deadline: Friday 27th March at 5:00 PM

About the Museum of Literature Ireland

A collaboration 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.

Too often, literature is treated as something to admire rather than something to experience - a set of great names and great books separated from the people who read them.

Here, Irish writers are voices you meet, worlds you step into, ideas you feel.

Through sound, space, manuscripts, installations and atmospheric spaces, MoLI creates encounters - the moment when a writer's world meets a reader. Because a story lives fully only when it finds its reader, MoLI celebrates that relationship: the spark between the people who write and the people who bring their work alive.

MoLI is a place where people experience the best of Irish writing - personally, vividly, and in ways that stay with them.

In a new phase of growth for MoLI, we are now looking for a Head of Operations who would like to make Irish writing come alive for the thousands of visitors that come through our doors.

About the Role

MoLI - Museum of Literature Ireland is seeking an experienced and motivated Head of Operations to provide strategic leadership, oversight, and coordination across the museum's operational and public-facing departments.

This senior management role is responsible for guiding and supporting the delivery of exceptional visitor experiences, events, retail, and facilities management through established departmental managers and teams.

The Head of Operations will ensure operational excellence, alignment with organisational strategy, and effective collaboration across departments, while maintaining a safe, efficient, and

welcoming environment for visitors, staff, and partners.

Key Responsibilities

- Provide leadership and oversight across Visitor Experience, Events, Retail, and Facilities through departmental managers and teams.
- Establish clear operational priorities, goals, and service standards aligned with MoLI's strategic objectives.
- Foster strong cross-department collaboration to ensure a cohesive and high-quality visitor journey.
- Support managers through coaching, performance oversight, and professional development.
- Champion a visitor-centred culture and ensure delivery of an inclusive, welcoming, and engaging museum experience.
- Monitor visitor insights, feedback, and performance data to drive continuous improvement.
- Ensure consistency in service standards across all public-facing areas.
- Oversee the strategic direction and performance of the museum bookshop/giftshop with reports from the Retail Manager.
- Support commercial planning, merchandising direction, and revenue growth aligned with MoLI's literary identity.
- Provide operational oversight and strategic support for venue hires and special events with reports from the Events Managers.
- Ensure effective coordination of staffing, facilities, and visitor flow to support high-quality event delivery.
- Lead the management and upkeep of the museum building and grounds with support from UCD Estates
- Ensure compliance with health and safety regulations, security protocols, and risk management procedures.
- Oversee relationships with contractors, suppliers, and maintenance providers to maintain high standards of care.
- Contribute to budgeting, financial oversight, and resource planning across operational areas.

Requirements

Essential

- Proven experience in operations leadership within tourism, hospitality, museums/visitor attractions, or cultural institutions.
- Demonstrated ability to lead through managers and multi-disciplinary teams.
- Strong organisational, problem-solving, and communication skills.
- Experience delivering high-quality visitor experiences.

- Working knowledge of facilities management, health and safety, and compliance.

Desirable

- Experience overseeing retail and/or events within a cultural or visitor attraction context.
 - Experience supporting commercial and revenue-generating activities.
 - Previous collaboration in the field of literature, culture and the arts.
-

Personal Attributes

- Strategic and collaborative leader with strong people-management skills.
- Calm, solutions-focused, and adaptable.
- Highly organised with strong attention to detail.
- Commitment to MoLI's mission and values.
- Enthusiasm for literature, culture, and the arts.

How to Apply

Interested candidates should submit a CV and cover letter outlining relevant experience and motivation for applying to careers@moli.ie

Application Deadline: Friday 27th March at 5:00 PM