

Reservations Manager – Museum of Literature Ireland

Start Date: Available immediately

Salary: €33,800 per annum

Term: Initial 1-year fixed-term contract, subject to a 3-month probationary period and potential renewal

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: Fundraising & Development Manager and MoLI Director

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

Application Deadline: Friday, 6 June at 5:00 PM

About the Museum of Literature Ireland

A partnership 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. Picturesquely located on the south side of St Stephen's Green, the museum draws inspiration from the work of Ireland's most famous writer James Joyce, as well as celebrating our internationally-renowned literary culture and heritage, inspiring the next generation to create, read and write.

Immersive multimedia and interactive exhibitions on James Joyce and other influential Irish writers, lecture and performance spaces, temporary exhibitions, house and garden tours, a bookshop and garden-level café are set in the spectacular architectural heritage of UCD's Newman House and its beautiful green surroundings. These public facilities are seamlessly integrated into a stunning suite of refurbished seminar and reception rooms available for weddings, small group conferences, meetings and other private gatherings, making the museum a truly unique and highly attractive proposition for international visitors and locals alike.

About the Role

MoLI – Museum of Literature Ireland is seeking an experienced and enthusiastic **Reservations Manager** to manage and grow our group tour and travel trade bookings. This role is central to MoLI's visitor engagement strategy and involves working closely with domestic and international travel operators, tour companies, educational groups and others to coordinate group visits to the museum. The ideal candidate will have strong customer service skills, excellent communication skills, and a proven ability to deliver smooth, professional booking experiences. Knowledge of the Irish tourism landscape is desirable.

Team work is essential as the Reservations Manager will work closely with staff across the museum, specially the Visitor Experience Team. The successful candidate will have excellent interpersonal, communication and organisational skills, with a positive, service-oriented, can-do attitude. They will be able to work both independently and in a team, with a proactive approach to troubleshooting and problem solving. Attention to detail, a high

level of accuracy and effective time management are essential.

Working hours might be variable and on occasion may include evenings and weekends, with time-off-in-lieu applying if necessary (special group bookings). A degree of flexibility around the working schedule will be essential to support the business.

Job Description

- Manage all aspects of group bookings, since first contact.
- Monitor the Google calendar on a daily basis. Precision and information sharing is essential.
- Serve as the primary contact for all travel trade partners and group organisers, ensuring timely communication and a seamless booking process.
- Respond to all email enquiries related to group bookings in a timely manner.
- Build and maintain a relationship with tour operators, travel agents, language schools, educational institutions and others.
- Work closely with the Visitor Experience Team and Director to ensure a smooth and efficient experience to B2B clients.
- Coordinate with internal teams (visitor experience, learning, café, events) to ensure smooth group visit logistics.
- Liaise with external suppliers when required (special requests).
- Resolve any booking issues or visitor concerns in a professional and solutions-oriented manner.
- Support the marketing and promotion of MoLI's group offering.
- Send prices and options according to offer / requests.
- Keep all documentation up to date and organised.
- Issue invoices and handle payments for all group bookings.
- Keep group booking related financial records and reports up to date.
- Keep the contacts database up to date.

Knowledge and Experience - Profile required

- Excellent verbal and written communication skills.
- Strong interest in museums and tourism sectors.
- Proficiency with the Google Suite.
- Strong organisational and communication skills, precision, and an ability to multitask.
- Ability to work under pressure, to high standards and tight deadlines.
- Strong attention to detail.
- A self-starting collaborative mindset, working both in a team and on your own initiative.
- Minimum 2 years of experience in group reservations or sales within the tourism, hospitality, or cultural attractions sector.
- Strong understanding of the Irish tourism industry, especially group travel dynamics and travel trade relationships is desirable.
- Excellent written and verbal communication skills, with a strong customer service ethic.
- Proficiency in CRM and/or reservation systems and general office software.

- Experience working with international travel trade partners and knowledge of tour operator requirements desirable.
- Ability to work both independently and collaboratively as part of a cross-functional museum team.
- Being at ease handling phone conversations with clients and suppliers.