

Visitor Experience Manager – Museum of Literature Ireland

Start Date: Immediately

Salary: €35,640 per annum

Term: Permanent Contract

Working Hours: 37.5 hours per week, minimum.

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

Reports To: Head of Operations

Expression of Interest: careers@moli.ie with appropriate CV

Deadline: Mon 11th May at 5pm

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 is seeking an enthusiastic and capable **Visitor Experience Manager** to lead the Visitor Experience department in the day-to-day operations of the museum and visitor experience. This is an administrative and operational role that will require flexibility and adaptability. This requires the role holder to have a fully flexible schedule. The role holder will work with staff across the museum, alongside the Head of Operations, Events Managers and Retail Manager, to provide the highest standards of experience for visitors to MoLI.

The successful candidate will have excellent interpersonal, communication and organisational

skills. They will have a positive, proactive and service-orientated attitude. They will be able to work independently and as part of a team, with excellent troubleshooting, problem solving and time management skills.

Job Description

- Lead the Visitor Experience Team in all aspects of the visitor experience department, including administrative tasks, cash handling, responding to visitor queries, and monitoring facilities across the building.
- Function as one of the primary keyholders with responsibility for opening and closing the building for the museum's opening hours.
- Be a front facing member of the team, engaging with visitors and enhancing the visitor journey.
- Provide support on the floor, through ticketing cover, roaming support, tour guiding, and any other tasks required on the day.
- Compile weekly reports including visitor numbers and demographic reports.
- Monitor Visitor Experience Assistants during their shifts; give detailed morning briefings, outlining the day's events and expectations.
- Monitor and respond to issues within the exhibition spaces, assisting with fixing exhibitions as necessary.
- Monitor and respond to facilities and health & safety issues around the building and gardens. This includes monitoring the building, gardens and the historic house, completing reports, following protocol and procedures, testing the fire alarm, and any other related tasks and requirements.
- Work closely with all departments and the commons café on operational activities relating to the building and gardens, staff and volunteers, and events happening within the museum. The Visitor Experience Manager works closely with everyone in the museum to ensure the smooth running of operations, and it is important to maintain strong relationships with all departments.
- Group Bookings: When required, monitor the group booking emails, responding to queries, liaising with tour operators, and tracking invoice payments.
- Lead out on staff and volunteer visitor engagement training when required.
- This role will be active during the run of *The Dead*, and additional flexibility is required from all keyholders during this period.
- Due to staffing resources, the ability to work across all seven days of the week is essential for this role.

Knowledge and Experience - Profile Required

Essential

- A highly organised individual, with excellent verbal and written communication skills.

- Self-motivated, with the ability to work in a fast paced environment, and under pressure, with strong ability to multitask.
- Proficiency with Google Suite.
- A great sense of observation, troubleshooting and anticipation.
- A collaborative mindset, working both in a team and independently.
- Fully flexible, as the role often requires the person to work additional hours to cover annual leave and evening events - First Fridays cover is essential.
- Previous experience in a management or team leadership role.
- Strong interpersonal skills.

Desirable

- Previous management and/or team leadership experience in a tourism/hospitality setting.
- Previous experience of administrative work.
- Previous experience working in a historic building.
- Previous experience in handling audio/visual equipment.
- Good conflict management skills in verbal and written communication.
- Experience in a keyholding/facilities role.
- Experience working with volunteers in a management or leadership capacity.