

### ABOUT THE ARK

Founded in 1995, the Ark is a dedicated cultural centre for children born of a deeply held belief in children's right to art and culture as equal citizens within our society. 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. Based in our architecturally award-winning home in the heart of Dublin's Temple Bar, we commission, produce and present work for, by and about children, from the ages of two to twelve years old. On an annual basis, up to 30,000 children and grown-ups attend programmes at The Ark, including professional development training for teachers and artists.

Through our work with leading Irish and international artists children can enjoy performances in our unique child-sized theatre and via online channels, view engaging exhibitions or participate in creative workshops. We 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 Ark is primarily funded by the Arts Council and the Department of Education as well as Dublin City Council.

The focus of our activity is set out in The Ark Strategy Statement 2021-2023. We have identified four strategic priorities which will guide our decision making and focus our efforts. These priorities correspond to The Ark's founding principles and will support the delivery of our vision and mission. They will be the pillars by which we assess and measure what we have achieved over the lifetime of this strategy.

- **EXCELLENCE** Create brilliant art experiences for children by consulting with them
- **ENGAGEMENT** Ensure that more children engage with art through The Ark
- **SUSTAINABILITY** Build the infrastructure and capabilities that ensure The Ark's future as a cultural centre and resource for children
- **ADVOCACY** Advance children's right to art and culture

Alongside these ambitions, three themes will inform our work over the next few years: digital capability; equality, diversity and inclusion; and environmental sustainability.

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### THE ROLE

The Visitor Services Coordinator plays a key role in the delivery of The Ark's strategic priorities, with a particular emphasis on Excellence and Engagement as they work closely with the whole of The Ark team and support the work of the Visitor Services team as the main point of contact for our schools and public audiences. The Visitor Services Coordinator is a multi-skilled and varied role designed to support and enhance all public-facing activity here at The Ark. They will supervise the smooth running and administration of The Ark's Visitor Services Team and support the Visitor Services Manager with all duties relating to box office and front of house including management of systems, rosters and customer service.

#### Purpose

There are three main broad 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. This role will assist the Visitor Services Manager with the 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 Visitor Services Manager

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

### Key Responsibilities:

#### EXCELLENCE

- Being welcoming, friendly and helpful to the public. Maintaining the highest level of customer service, promoting the image of The Ark while always ensuring the safety of our audiences and ensuring that the public and schools' first point of contact with The Ark is welcoming and informative.
- Deliver The Ark's Visitor Services approach in line with our mission statement, values, and code of conduct and that The Ark's Child Safeguarding Policy is implemented consistently.
- Take accurate bookings for all events, processing payments as required.
- Handle incoming calls to The Ark and dealing with bookings and enquiries. Ensure that all messages are passed to other staff members efficiently and quickly.
- Assist the Visitor Services Manager with the effective implementation of all visitor services operations and procedures. This includes supporting the preparation and management of Visitor Services rosters liaising with Programming staff and the General Manager to establish cover required and budgets.
- Deputise for the Visitor Services Manager where required and supervise the work of the casual Visitor Services Assistant team.
- Assist the Visitor Services Manager in ensuring that all Visitor Services staff and volunteers are trained to the highest standards in relation to The Ark's policies and procedures and their roles in delivering The Ark's strategic priorities.
- Respond to incidents, complaints and first aid issues in a calm and efficient manner, escalating to senior staff as needed.

#### ENGAGEMENT

- Efficient administration of The Ark's customer database in line with The Ark's data protection policies.

- Support the Marketing Manager with the planning, creation, and distribution of digital and physical communications to schools and public.
- Lead on the administration of The Ark's Membership schemes working closely with the Visitor Services Manager & Development Team to ensure that Members are looked after.
- Identify opportunities and innovative methods of seeking and recording audience feedback – particularly from the children engaging with our work.
- Issue terms and conditions agreements to any building users/hires in consultation with Production Manager and General Manager.

### **SUSTAINABILITY**

- Working with the Visitor Services Manager to get the best out of The Ark's Ticketing System – Ticketsolve – supporting the training and supervision of the Visitor Services Assistants.
- Support the Visitor Services Manager in maintaining an efficient system for the implementation of school and public booking confirmation arrangements and other procedures established to deal with reservations, cancellations, payments etc.
- Support the Visitor Services Manager with preparing daily financial reconciliations and weekly banking and reconciliation reports for the finance team.
- Identify opportunities to drive recruitments and retention of members in consultation with the Development Team.
- Ensure that every effort is made to reach sales targets (liaising with Marketing Manager).
- Support The work of The Ark with any other duties requested by the Director or General Manager in response to opportunities or challenges that may arise.

### **ADVOCACY**

- Ensure that the child is at the centre of the Visitor Services Team's work, taking every opportunity to encourage and celebrate their voices, their creativity, their opinions and their ideas
- Ensure that all Visitor Services staff working on a shift are fully informed and able to explain The Ark's vision, mission, code of conduct, and strategy to audiences and other stakeholders.
- Through consistent delivery of The Ark's Visitor Services activities, play a key role in raising public awareness of every child's right to culture.

### **Requirements for the role:**

- Minimum of 3 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

### TERMS

The Visitor Services Coordinator is a full-time role (35 hours per week) working primarily a five-day week on a rota covering Monday to Sunday. Regular weekend and occasional evening work will be required. As a building-based role, it is primarily based at The Ark's venue in Dublin.

This is initially a one-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.

### Salary

€27,000 per annum.

All staff have access to a free and confidential Employee Assistance Programme.

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### HOW TO APPLY

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@ark.ie](mailto:al@ark.ie) with subject line 'Visitor Services Coordinator Role'.

**The closing date for applications is Monday 27 September 2021 at 12pm. Late applications will not be accepted.**

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

All applications will be treated in the strictest confidence. The Ark is committed to creating a diverse environment and is proud to be an equal opportunity employer. The Ark's Equality, Diversity & Inclusion Policy can be found [here](#).

### 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 in early October at The Ark (dependent on COVID-19 restrictions).
- 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.