

JOB DESCRIPTION

Title: Visitor Services Supervisor

Accountable to: LCA Curator / Operations Manager

Line Manages: n/a

Working with: Lismore Castle Arts Curator, Operations Manager and Visitor Services Team. Lismore Castle and Gardens Teams

Hours of work: Seasonal 1 May to 1 November 2024

Days: 4 days, Friday to Monday, hours of work 10am – 6pm, with some occasional events / evenings as required. This position is part time, fixed term 1 May – 1 November 2024.

Salary: €29,500 pro-rata for the season

Purpose of post: The Visitor Services Supervisor will assist in all aspects of the visitor services function at Lismore Castle Arts. The role is to act as the weekend supervisor, facilitating the smooth running of the garden admissions, galleries, and café / gift shop. The role is embedded as part of the front of house (FOH) team, supervising the team in lieu of the Operations Manager, and working across several distinct staff locations including: Visitor Entrance desk, Gallery reception / café, Castle Gallery, St Carthage Hall, The Mill, with some desk based administration.

To ensure high standards across the business' busiest days. Working weekends is essential as part of this role alongside occasional evenings. The role is predominantly based Friday – Monday.

The Visitor Services Supervisor works closely with the Operations Manager and Curator to ensure front of house runs smoothly, maintaining high standards of service during the season, May – end October.

LCA seeks a highly motivated and organised individual with exceptional customer service experience with an emphasis on ensuring a positive visitor experience.

Responsibilities include:

Staffing and customer experience

- Supervise the operation of Lismore Castle Arts' café, shop and gallery during scheduled shifts;
- Support the Visitor Services Team during busy periods across various locations.
- Excellent communication with Visitor Services Team and LCA Management team.
- Ability to assess daily operational needs and demonstrate good problem solving skills.
- Uphold staff productivity.
- Respond to customer queries and complaints that arise on site.
- High standards of quality control, hygiene, and health and safety.
- Nurture a positive working environment and lead by example.
- Welcome visitors across all sites at Lismore Castle Gardens and Gallery, including providing information to the public on our current exhibitions.

Café / Retail

- Assist the Operations Manager with the management of stock - maintaining stock levels and compiling orders as needed.
- Comply with all company policies and procedures.
- Assist the Operations Manager to grow gift shop sales.
- Maintain a safe and secure working environment, ensuring daily compliance with all aspects of HACCP, food hygiene, allergen and health and safety regulation.
- Work with the Operations Manager to work within retail and visitor services budgets
- Minimise waste and assist in the implementation of the green initiatives;
- Oversee weekend cash control, and assist the Operations Manager to compile cash reconciliation reports for the department

Events

- Assist the Operations Manager in coordinating garden and gallery tour group visits, and outdoor refreshments set up.
- Liaise with the Castle Team on events hosted by the Castle in the Garden / Gallery

Other/General

- Assist the Operations Manager in recording and monitoring visitor figures and visitor surveys;
- Record and monitor daily takings across all sites including Garden Entrance and Lismore Castle Arts reception
- Evaluate visitors' satisfaction and provide feedback to management

Essential experience / Person Specification

- A strong background in customer care ideally within artistic, retail or hospitality organisation.
- Previous Front of House manager/supervisor experience essential.
- Be a hands-on problem solver and team player.
- Strong communicator with a high level of initiative.
- Must be available to work weekends.
- Ability to effectively delegate responsibilities and maximise resources.
- On call duties.
- An interest in and knowledge of contemporary art.
- Ability to use initiative and positively deal with challenging situations.
- Working knowledge of personal computers and software.

This position for 2024 is part time fixed term 1 May – 1 November 2024.

To apply for this position please email a CV and covering letter to gallery@lismorecastlearts.ie

Deadline for applications: Friday 26 April, 12 noon.

Interviews w/c 29 April 2024.