

JOB DESCRIPTION

Title: Duty Manager

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 March to October

Days: Friday to Monday, hours of work 10am – 6pm, with some occasional events / evenings as required.

Salary: €29,500 pro-rata.

Purpose of post: The Duty Manager will assist in all aspects of the visitor services function at Lismore Castle Arts. The role is to act as the weekend duty manager, 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 FOH team in lieu of the Operations Manager, and working across several distinct staff locations including desk based administration.

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

The Duty Manager works closely with the Operations Manager and Curator to ensure front of house runs smoothly, maintaining high standard of service during the season, March – 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 garden admissions, café / gift shop and galleries 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.

Financial

- Assist the Operations Manager on retail and visitor services budget administration.
- Assist the Operations Manager to control costs and minimise waste.
- 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 29 February – 1 November 2024.

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

Deadline for applications: Wednesday 10 January 2024, 5pm.

Interviews w/c 15 January 2024.