

JOB DESCRIPTION

Title: Duty Manager

Accountable to: LCA Curator / Operations Manager

Line Manages: Visitor Services Assistants

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: Thursday to Monday, hours of work 9.30am – 5.30pm, with some occasional events / evenings as required.

Salary: €26,000 pro-rata for the season (€17,333 over the 8 month season)

Purpose of post: The Duty Manager will, in dialogue with the LCA management team, manage and develop all aspects of The Visitor Services function at Lismore Castle Arts. The role will be responsible for the smooth running of the front of house, shop, and café facility, supporting and supervising the visitor services team. The role is embedded as part of the team, working across 4 distinct staff locations.

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 Thursday – Monday.

Responsibilities include the daily operation of the onsite Refreshment and Retail facility. The Duty Manager works closely with the Operations Manager and Curator to ensure the gallery runs smoothly, drafting rotas, maintaining high standard of service during the Open Season, March – October.

A highly motivated and organised individual with exceptional Customer Service experience where the emphasis is on ensuring a positive visitor experience.

Responsibilities include:

Staffing and customer experience

- Manage the operation of Lismore Castle Arts café, shop and gallery during scheduled shifts;
- A hands on role overseeing and supervising the gallery invigilators, front of house staff and volunteer programs during scheduled shifts;
- Manage and motivate staff, including weekly rosters;
- Upholding a constant level of 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;

Café / Retail

- Oversee ongoing staff training in coffee, wine and food items;
- Be responsible for the management of stock - Maintain stock and compile orders as needed.
- Comply with all company policies and procedures;

- Responsibility for onsite retail and gallery refreshment facility, including stock purchasing with a view to increased profitability.
- Ability to sell and to grow sales of creative and arts-related products.
- Ensure a safe and secure working environment, ensuring colleagues are fully trained and subsequently compliant with all aspects of HACCP, food hygiene, allergen and health and safety regulation.

Financial

- Be responsible for adhering to set retail and visitor services budgets, reporting to LCA Curator
- Control costs and minimise waste;
- Be responsible for all aspects of cash control, including preparation of all necessary cash reconciliation reports for the department

Events

- Ensure the team have up to date information regarding events so that they can communicate.
- Coordinate garden and gallery tours for tour group bookings and arrange staff for same.
- Liaise with the Castle Team on events hosted by the Castle in the Garden / Gallery

Other/General

- Record and monitor visitor figures;
- 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 with previous Front of House manager/supervisor experience essential
- Be a hands-on, natural leader who enjoys leading from the front.
- Strong communicator with a high level of initiative and keen eye for problem solving;
- Must be available to work weekends.
- Ability to effectively delegate responsibilities and maximise resources.
- On call duties
- Ability to use initiative and positively deal with challenging situations.
- Working knowledge of personal computers and software

This position for 2022 is fulltime for a fixed Term March – October.

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

Deadline for applications: Friday 21 January 2022, 12 noon.

Interviews w/c 31 January 2022.