



Ospidéal Rioga
Cill Mhaighneán
Baile Átha Cliath 8
D08 FW31, Éire

Royal Hospital
Kilmainham
Dublin 8
D08 FW31, Ireland

Job Opportunities at IMMA (Irish Museum of Modern Art)

1x Facilitator, Visitor Engagement Team Fulltime Permanent Contract of Employment

BACKGROUND

The mission of IMMA is to connect audiences and art and to provide a space where contemporary life and contemporary art connect, challenge and inspire.

Since its opening in 1991 IMMA has rapidly established itself as a significant and dynamic presence in the Irish and international arts arena. It is highly regarded by its peers throughout the world for the range and relevance of its exhibitions, for its innovative use of its growing collection, for its award-winning Engagement and Learning programmes and for its visitor-centred ethos and facilities.

The IMMA Programme goes beyond the gallery space to harness the full potential of IMMA's home in the buildings and extensive 48-acre grounds of the Royal Hospital Kilmainham (RHK), Dublin, with a calendar of live performance, summer festivals, food and gardening that invites the audience into a direct interaction with creativity, and provides a space for debate, inspiration and participation.

THE ROLE

Purpose

To actively contribute to the delivery of an internationally recognised Visitor Experience that creates engaging opportunities for audiences of all ages to interact with IMMA, in conjunction with the Head of Audiences and Development.

To work with the Engagement and Learning team to research, plan, facilitate and deliver programmes, working to IMMA's Engagement and Learning Department's priorities and objectives.

To provide a safe environment for all visitors and employees through due diligence and ensuring that the museum, its property, assets and environs are kept secure under the direction of the Head of Security and Facilities

DUTIES AND RESPONSIBILITIES

Key Duties and Responsibilities:

Reporting to the line manager on the key responsibilities are set out below

- Actively engage with all visitors to IMMA, providing information on its galleries, exhibitions and programs
- Communicating the concept of the museum, information on current artists and exhibitions, whether as part of a tour or on an individual basis.
- Dealing with all visitors in responding positively in providing information and promoting the museum's current and forthcoming programs.
- Promotion of the museum's patrons and members programs, current publications and forth coming talks and lectures when working in the galleries or Front of House
- Working with the Engagement and Learning team to prepare facilities and equipment resources needed for the Engagement and Learning programmes
- Delivery of organised tours of exhibitions and engagement and learning programmes to all visitors at a consistently high standard

Board Members

David Harvey – Chairman / Cathaoirleach, Mary Apied, Gerard Byrne, Jane Dillon Byrne, Dermot Dwyer, Emma Goltz, Denis Hickie, Penelope Kenny, Sheila O'Regan and Tim Scanlon.

- Safeguarding the museums property from theft or damage ensuring that the museums visitor guidelines are carried out at all times through effective communication and invigilation.
- Ensuring that all Galleries and exhibitions are open and ready to admit visitors on time by good time keeping and team work
- That all visitors to IMMA are treated with respect and as far as practicable have enjoyed their experience through your interaction with them
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Communication

- To be capable of communication and interaction with visitors on all levels
- To be capable of professional and polite communication with all colleagues

Programme Evaluation

Liaising with the Departments Supervisors and Curators to provide accurate mid exhibition feedback and Post Exhibition feedback of the visitor experience

4. Key Performance Indicators

- Effective and enthusiastic communication of the programme to ensure the highest levels of delivery are achieved.
- Proactively contributing to IMMA's mission to provide a welcoming, informative and enjoyable experience for all visitors.
- A commitment and ability to delivering public programmes and engaging with the public on the gallery floor.
- Proactive invigilation and communicative skills utilised in providing a safe and enjoyable environment.
- Punctuality and reliability in working as a team player within the Public Engagement Team to deliver an exceptional visitors experience.

PERSON SPECIFICATION

Key Criteria will include:

Essential

- Qualification in and knowledge of the visual arts, museum education or related fields
- Experience of working in a Visitor focused environment and confident in dealing with challenging customers.
- Interest and engagement with contemporary art
- Excellent communication skills and the ability to work as part of a team
- Ability to work under pressure and multi-task
- Ability in working with vulnerable groups
- Confident in asserting themselves when dealing with emergencies such as fire evacuation
- Empathetic and capable of understanding a range of visitor's needs, particularly in more challenging situations.
- Must enjoy working as part of a friendly and interpersonal team

TERMS AND CONDITIONS

Duration: This is a fulltime Permanent Contract of Employment.

Annual Leave: Annual leave will be 22 working days pro rata per year.

This leave is based on a rostered working week and is exclusive of public holidays.

You will be required to work a total of 20 days in each four week period.

The pattern of work will be on a 20 day rostered basis.

**Mediator Public Information (PPC) Scale as at 01st February 2022) Point 1
€32,296**

Scale: €32,296; €33,906; €35,639; €37,686; €40,160; €42,804;

Candidates should note the Irish Museum of Modern Art complies with Department of Public Expenditure and Reform and guidelines on Public Sector pay and conditions of employment and **entry level will be at Point 1 of this Grade.**

Outside working hours: The successful candidate must be flexible and available to work weekends and occasional early mornings, evenings (as required).

How to apply: Applicants should submit one document containing a cover letter and Curriculum Vitae by email, outlining how they meet the required criteria to

human.resources@imma.ie

Closing date for receipt of applications: Tuesday, 07th June 2022

Note: Candidates that score above the benchmark in the interview but are not the successful candidate are notified that they will be placed on a panel for 6 months and if the same role becomes available they may be selected

IMMA is an equal opportunities employer.