



Job Opportunity at IMMA (Irish Museum of Modern Art)

Fulltime Seasonal Fixed Term Contract of Employment (20 days) To cover a three month period

1 x Security Facilitator, Visitor Engagement Team at IMMA

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 the museum 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 education and community programme and for its visitor-centred ethos and facilities.

The 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 programme 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 provide a safe working environment for staff and visiting public to the Irish Museum of Modern Art, its' galleries, exhibitions, programs and events.

To ensure that the Museum, its property, assets, and environs are kept secure to provide a safe environment for all visitors, clients, contractors and employees through due diligence, patrols of all environs.

To maintain a professional approach to all aspects of the position and ensure that the museum and its environs comply with the regulations as set by the Health and Safety at Work Act and relevant legislation that may govern their dealings with visitors within IMMA.

DUTIES AND RESPONSIBILITIES

1. Key Duties/Areas of Responsibility

- Will safeguard the museums property from Theft and Damage at all times and ensure 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 teamwork.
- Ensure all visitors to IMMA are treated with respect and as far as practicable have enjoyed their experience though staff interaction with them.
- Will be capable of invigilation and associated duties for exhibitions and events held at the Museum or other locations that may be utilised temporarily for the Irish Museum of Modern Art programmes.
- Will undergo all relevant training, relating to staff and visitor emergency evacuation procedures.
- Dealing with all visitors in responding positively in providing information and promoting the Museum's current and forthcoming programmes.
- Promotion of the Museum's Patrons and Members programmes, current publications and forth coming talks and lectures when working in the galleries or Front of House areas.

Communication & Skills

- To be capable of communication and interaction with visitors on all levels.
- To be capable of professional and polite communication with all colleagues.
- Must have experience in a customer focused role. Relative experience in the museum or tourist/hospitality sector an advantage.
- Must have experience with computers to ECDL standard or similar.
- 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.
- The ability to work under pressure and multi-task.
- Having an interest in the visual arts is an advantage.

2. Other Responsibilities

- Hold or be willing to obtain the Door Supervisor (licensed premises) licence and or the Security Guard (static) licence issued by the PSA.
- Experienced of Working in a Customer Facing Environment in a Security Role.
- Experience of working in a multifunctional control room including operation of security management systems, Endura multicast CCTV systems, asset protection systems, integrated fire and security management software and access control systems and protocols.
- Demonstrate an extensive working knowledge of emergency fire procedures and be capable of operating all emergency fire-fighting equipment throughout the building and complex including lift evacuation.
- Demonstrated Fluency in English language – written and verbal.
- Competent and trained in first aid and CPR.
- Interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner.
- Effective written and oral communication including capability to report verbally, through email and complete of relevant reports, all incidents, accidents, potential problems or causes of concern in a manner that is clear and concise.
- Capable of using own initiative and independent judgment within established guidelines.
- Ability to read, understand and follow Museum standard operating procedures.
- Ability to work as part of a team.
- Ability to work under pressure in a crisis situation and to multi-task.
- Experienced User of ICT systems.
- Maintain the highest standards of Personal Presentation and be Punctual.
- Ability to demonstrate and maintain the highest professional and ethical standards.
- Ability to maintain confidentiality.
- Ability to understand and support a positive attitude to Diversity in the Workplace.

This role profile is a guide to broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. The role profile may be reviewed in the light of new structures and / or the changing needs of the Museum.

All employees are required to be compliant with IMMA's screening, security and Garda vetting procedures.

TERMS AND CONDITIONS

Salary Scale: Mediator Public Information Grade (PPC) Scale Point as at 01st January 2020 - ~~€30,859~~; €32,422; €34,104; €36,091; €38,492; €41,059.

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.

This is a fixed term full time contract (20 days) for seasonal employment with an immediate start for a three month period.

How to apply: Applicants should submit a Curriculum Vitae along with a cover letter by email, outlining how they meet the required criteria to human.resources@imma.ie

Closing date for receipt of applications: Wednesday, 16th June 2021

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.