

IMMA

ROLE PROFILE

FACILITATOR, VISITOR
ENGAGEMENT TEAM

ROLE PROFILE	
Job Title:	Facilitator, Visitor Engagement Team Full Time/Permanent Post
Reports To:	Visitor Engagement Team Manager
Salary	The salary scale for this role Mediator Public Information Grade (Pensionable) as at 1 st June 2024 – (Euros) €36,679; €38,837; €40,226; €42,397; €45,023; €47,829. 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 the Grade.
Role Purpose	<p>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.</p> <p>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.</p> <p>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</p>
Key Results Areas	<ul style="list-style-type: none"> • 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 • 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

<p>Key Results Areas Cont.</p>	<ul style="list-style-type: none"> • That all visitors to IMMA are treated with respect and as far as practicable have enjoyed their experience through your interaction with them. <p>Communication</p> <ul style="list-style-type: none"> • To be capable of communication and interaction with visitors on all levels • To be capable of professional and polite communication with all colleagues <p>Programme Evaluation</p> <ul style="list-style-type: none"> • Liaising with the Departments Supervisors and Curators to provide accurate mid exhibition feedback and Post Exhibition feedback of the visitor experience
<p>Other Responsibilities</p>	<p>Main</p> <ul style="list-style-type: none"> • To undertake statutory and relevant training as directed by the museum. Including mandatory Child Protection Training • To work as part of the Visitor Engagement Team on specific initiatives in association with the Engagement and Learning Team to promote access for all of IMMA's visitors • Will be required to carry out exhibition related duties such as completion of condition reports minor exhibition maintenance and operation of audio-visual exhibits as required. • Will be capable of assisting with the museum's disaster and recovery contingency plan where appropriate. • To operate a program related point of sales as operationally required. • To follow the museum dress code • Undertakes to research and deliver informative and educational tours/programmes utilising resources provided by Exhibition Curators and Artists in conjunction with the Engagement and Learning Department <p>General</p> <ul style="list-style-type: none"> • Keep operational and industry knowledge up-to-date. • Actively participate in and seek out learning and training opportunities regarding the operational duties and apply learning to carry out the Operations Executive role effectively. • Be open and accepting of necessary change, learning and innovation; change behavioural style or method of approach when necessary to achieve a goal. • Maintain a professional and friendly environment with all members of the public and colleagues. • Take leadership, direction, and training from management and ensure that you fully understand the company policies and operations procedures. • Ensuring adherence to HR requirements and procedures. • Ensure that you are familiar with all computer systems. • Communicate with your Manager on any issues that relate to the museum and ensure that the name of IMMA is not brought into disrepute.

	<ul style="list-style-type: none"> • Be highly motivated to succeed and driven at all times. • Complete all necessary tasks and fulfil all commitments made to your team, colleagues and manager on time and without supervision. • Managing one's time and resources to ensure that work is completed by correctly prioritising information and tasks. • Be a positive ambassador of IMMA and promote IMMA at all times. <p>Health & Safety</p> <ul style="list-style-type: none"> • Take reasonable care to protect your own safety, health and welfare and that of any other person who may be affected by your acts or omissions while at work. • Co-operate with your employer and any other person as necessary to assist that person in complying with safety and health legislation as appropriate. • Correctly use any article or substance and protective clothing and equipment provided for use at work for your own protection (taking account of the training and instructions given by the employer). • Report to your employer or immediate supervisor, without unreasonable delay, any defect in equipment, place of work or systems of work or in any article or substance likely to endanger them or another person. • Not intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment or item provided for securing the safety, health or welfare of persons in the workplace. • To attend training on health and safety as required and to be willing to undergo assessments on such training. • Not be under the influence of alcohol or drugs or a combination of alcohol and drugs to the extent that they are likely to endanger their own safety, health and welfare at work or that of any other person. • Not engage in improper conduct or other behaviour such as violence, bullying or horseplay, which could endanger another person at work or your own safety, health and welfare.
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • 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.

Skills and Experience Required	<ul style="list-style-type: none"> • Excellent communication skills and the ability to work as part of a team • Qualification in and knowledge of the visual arts, museum education or related fields • Ability to work under pressure and multi-task • Experience of working in a Visitor focused environment and confident in dealing with challenging customers. • Interest and engagement with contemporary art • Ability in working with vulnerable groups • Confident in asserting themselves when dealing with emergencies such as fire evacuation • Confident and able to take responsibility 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
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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.

Signed: _____
Employee

Print Name _____

Date: _____

Signed: _____
Manager

Print Name: _____

Date: _____