

ÁRAS NUA-EALAÍNE  
NA hÉIREANN  
IRISH MUSEUM OF  
MODERN ART

+353 1 612 9900  
imma.ie

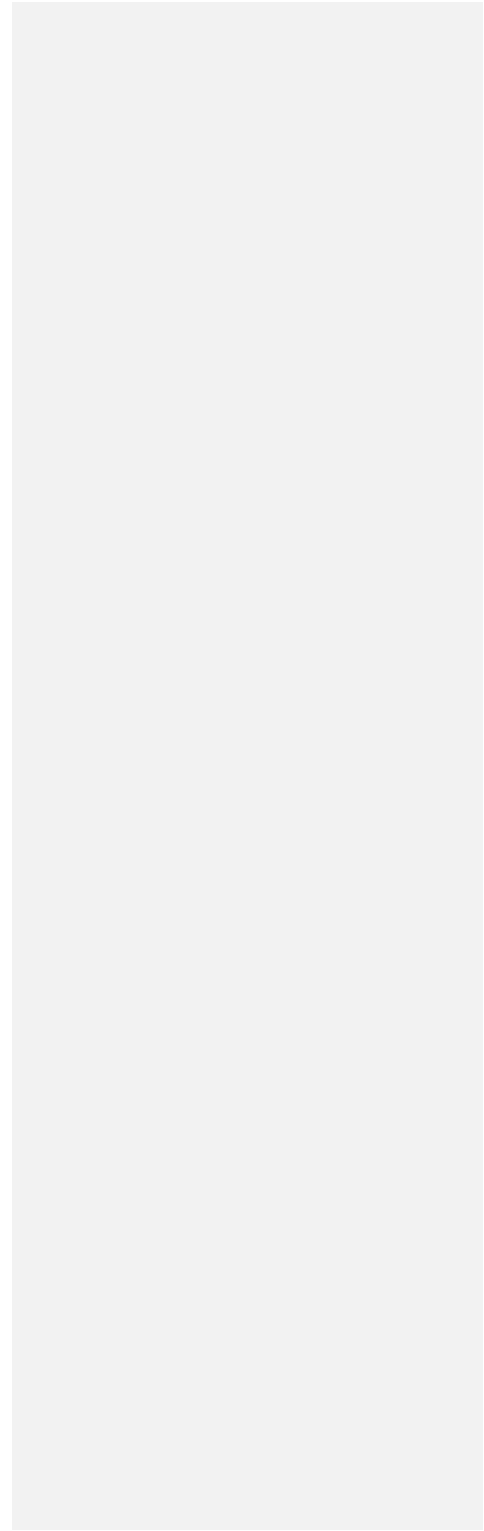
**IMMA**

## **ROLE PROFILE**

### **SERVICES OFFICER**

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

Royal Hospital  
Kilmainham  
Dublin 8  
D08 FW31, Ireland





ROLE PROFILE	
<b>Job Title:</b>	Services Officer
<b>Reports To:</b>	Events Supervisor
<b>Location:</b>	IMMA, Royal Hospital Kilmainham, D 8
<b>Key Terms:</b>	
<p>The role is offered on a permanent contract subject to an agreed probationary period and is pensionable.</p> <p>The Salary is in accordance with the 1<sup>st</sup> point of the PPC for a Service Officer Grade as at 01<sup>st</sup> October 2024. Services officer (PPC)</p> <p><i>The Full Time Salary Scale: € 28,217; € 29,695; € 30,252; € 31,430; € 32,483; € 33,112; € 33,850; € 34,736; € 36,251; € 36,998; € 38,192.</i></p> <p>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.</p> <p>The normal hours of work will be 40 hours per week (inclusive of breaks) and will be set out in the Contract of Employment.</p> <p>Annual Leave will be at the normal allowance for a Service Officer. This leave is the basis of a five-day week and is exclusive of the usual public holidays.</p>	
<b>Role Purpose</b>	The Irish Museum of Modern Art (IMMA) is Ireland's leading institution for the collection and presentation of modern and contemporary art. Nestled within the historic Royal Hospital Kilmainham, IMMA offers unparalleled beauty and prestige as Ireland's National Cultural Institution for Modern and Contemporary art.

Commented [GS1]: Working hours differ in the advert

# IMMA

	<p>As we reopen our historic North Range following an extensive restoration, we are seeking a proactive, energetic, and skilled Services Officer to support our venue's operational needs and ensure the smooth execution of events. The ideal candidate will be responsible for a wide range of tasks, from managing deliveries to overseeing technical systems, ensuring our events run flawlessly.</p> <p><b>Job Description:</b></p> <p>The Services Officer will be the backbone of event operations, handling the manual setup and ensuring all facilities are in top condition. They will work closely with external contractors and manage the logistics of traffic flow, contributing to the overall success of our events.</p>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>• <b>Managing Deliveries:</b> Oversee the receipt, handling, and coordination of all deliveries to the venue, ensuring materials are available when needed.</li><li>• <b>Manual Event Setup:</b> Safely lead the physical setup for each event, arranging venues to meet specific event requirements.</li><li>• <b>Regular Condition Checks:</b> Perform routine inspections of materials, the physical fabric of the venue, electrical systems including PAT testing, and furniture to maintain high standards of quality and safety and report any defects to line manager.</li></ul>

# IMMA

	<ul style="list-style-type: none"><li>• <b>Technical Systems Management:</b> Manage AV equipment, Wi-Fi, lighting, and other electrical needs, ensuring all systems are operational and frequently maintained.</li><li>• <b>In-Depth Technical Knowledge:</b> Maintain a comprehensive understanding of all technical systems used within the venue.</li><li>• <b>Venue Supervision:</b> Supervise external contractors to ensure services are delivered to our standards, in compliance with health and safety regulations and with due regard to the protection of the fabric of this important historical building</li><li>• <b>Traffic Flow Management:</b> Efficiently manage the flow of people and goods within the venue, scheduling to avoid congestion and ensure safety.</li><li>• <b>Health and Safety:</b> Already hold certifications in or be willing to gain first aid, CPR, and manual handling training, and apply this knowledge to maintain a safe environment for all.</li></ul> <p>Other Responsibilities</p> <p>This role will not only be central to the smooth running of events in the North Range where both external and internal events will take place, but also be of service across departments within IMMA.</p> <p>There will be a responsibility for manual setup and handling of goods, furniture, and equipment in the commercial, programming and Research &amp; Learning Departments.</p>
--	---

# IMMA

	<p>This is particularly the case especially with the Summer programme, and the Earth Rising Festival. The Talks programme and setup for events in the Creativity Hub and Study will also be a requirement.</p>
<b>Other Responsibilities</b>	<p><b>General</b></p> <ul style="list-style-type: none"><li>• Actively participate in and seek out learning and development opportunities regarding leadership and team skills and apply learning to carry out the role effectively.</li><li>• Be open and accepting of necessary change, learning and innovation; change behavioural style or method of approach when necessary to achieve a goal.</li><li>• Maintain a professional and friendly environment with visitors, colleagues, and supervisors.</li><li>• Take leadership, direction, and training from management and ensure that you fully understand the company policies and operations procedures.</li><li>• Safeguard adherence to HR requirements and procedures.</li><li>• Ensure that you are familiar with all computer systems.</li><li>• Communicate with your Manager on any issues that relate to the Museum and ensure that the name of IMMA is not brought into disrepute.</li><li>• Be highly motivated to succeed and always driven.</li><li>• Complete all necessary tasks and fulfil all commitments made to your team, colleagues, and manager on time and without supervision.</li></ul>

# IMMA

	<ul style="list-style-type: none"><li>• Manage one's time and resources to ensure that work is completed by correctly prioritising information and tasks.</li><li>• Be a positive ambassador of IMMA and always promote IMMA.</li></ul> <p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"><li>• Maintain a working environment in line with Health &amp; Safety legislation.</li><li>• Attend Health and Safety training as required.</li><li>• Adhere to all policies and procedures including safety guidelines.</li><li>• Maintain a safe and clean work environment that will assist the museum to ensure that employees and visitors can visit and work in our museum safely.</li><li>• Recognise risks in operational and museum activities and then proactively apply the right measures and processes to control and manage those risks.</li><li>• Ensure that the security of the museum is maintained in terms of the security guidelines.</li></ul>
<b>Skills and Experience Required</b>	<p><b>Experience and skills</b></p> <ul style="list-style-type: none"><li>• Proven experience within a facilities environment or a similar operational role.</li><li>• Demonstrable knowledge of technical systems related to event management.</li><li>• Excellent organizational and time-management skills.</li><li>• Ability to perform physical tasks associated with event setup and maintenance.</li></ul>

# IMMA

	<ul style="list-style-type: none"><li>• Certifications in first aid, CPR, and manual handling.</li></ul> <p><b>Attributes:</b></p> <ul style="list-style-type: none"><li>• A keen eye for detail and a commitment to excellence.</li><li>• Strong problem-solving abilities and a can-do attitude.</li><li>• Excellent communication and interpersonal skills.</li><li>• Ability to work independently and as part of a team.</li><li>• Flexibility to adapt to the dynamic nature of live events.</li></ul> <p><b>Working Conditions:</b> This role requires flexibility in hours, including the ability to work evenings and weekends to support event schedules.</p> <p><b>Join Our Team:</b> If you are passionate about providing exceptional event experiences and have the skills and drive to deliver for this dynamic facility, we invite you to apply for the role of Facilities Officer.</p>
--	---

# IMMA

**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:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_  
**Employee**

**Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_  
**Manager**

**Date:** \_\_\_\_\_