

IMMA

ROLE PROFILE

VENUE & EVENTS SUPERVISOR

ROLE PROFILE	
Job Title:	Venue & Events Supervisor
Reports To:	Senior Commercial Events Manager
Location:	IMMA, Royal Hospital Kilmainham, Dublin 8
Key Terms:	
<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 1st point of the PPC for an Executive Officer Grade as at 01st March 2025.</p> <p><i>Executive Officer Grade: €37,544; €39,465; €40,550; €42,667; €44,564; €46,400; €48,229; €50,019; €51,848; €53,670; €55,604; €56,900; LS1 €58,748; LS2 €60,610</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 41.25 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 out of seven week and is exclusive of the usual public holidays.</p>	

Role Purpose	<p>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. As we reopen our historic North Range following an extensive restoration, we are excited to offer this stunning space for private hire, including corporate events, gala dinners, private parties, and weddings.</p> <p>We are seeking Venue and Events Supervisors to oversee the coordination and execution of both programming-led and commercial events, in addition to cultural and State occasions. These pivotal roles require a proactive and creative approach to ensure the success of each event.</p> <p>Role Description: The Venue and Events Supervisors will act as the principal client liaison and point of contact during live events. They will oversee staff, manage the interface between in-house services and external providers, and ensure a seamless experience from the initial client meeting to post-event handover.</p>
General Roles and Responsibilities	<ol style="list-style-type: none"> 1. Ensure the smooth running of all events, where all aspects of the client and guest experience are delivered to the highest levels, ensuring both property and organisational standards are attained and adhered to. 2. Line management of 2 x Service Officers

	<ol style="list-style-type: none"> 3. Work proactively to maximise client and guest satisfaction, delivering a timely and responsive approach to enquiries and problem resolution. 4. Work with the Senior Commercial Events Manager to develop and implement goals and targets aligned with the organisational strategies. 5. Collaborate with all members of the team within the department, fostering a culture of growth, development and performance whilst reflecting and promoting the organisation's cultures and values. 6. Communicate with the Senior Commercial Events Manager to ensure that sales targets are realised, that costs and departmental inventory are controlled, and performance levels are attained. 7. Build and maintain effective working relationships with all key stakeholders, ensuring all communication and activities are delivered and undertaken in a timely manner. 8. Introduce and promote agreed activities that advance sales and profitability, whilst incorporating environmental concerns. 9. Ensures adherence to all relevant legislation where due diligence requirements and best practice activities are planned, delivered, and documented for internal and external audit, performing follow-up as required. <p>Key Duties & Responsibilities:</p> <p>Pre- Event Planning: Utilise software for event layout coordination and oversee all event details. Establish and manage the vendor supplier framework, coordinating with external providers, e.g. caterers, decorators, AV technicians. Liaise with IMMA Venues clients to establish event details and communicate these details internally to IMMA Staff</p> <p>Live Event Delivery: Be the onsite point of contact for IMMA Venues clients hosting events at IMMA Venues and for IMMA Venues agreed suppliers who are facilitating events at IMMA Venues Supervise Service Officers in the set-up of room(s) Supervise event security and cleaning staff (contracted for event). Coordinate with music and entertainment providers to manage logistical and administrative details as needed. Conduct sound check readings during live events and ensure adherence to event protocols. Act as the on-site event controller, supervising all aspects from conception to live execution. Be present during live events to address last-minute requests and ensure smooth operation. Be present, or nominate an IMMA Venues representative, to monitor IMMA Venues event spaces to ensure no damage occurs during live events.</p> <p>Post – Event: Continuously evaluate event processes and procedures to identify and implement improvements for future events. Oversee the set up and takedown of the event and ensure the venue is cleaned and restored to its original condition. Prepare detailed reports on the event, including attendance, incidents, damages, and financial summaries.</p>
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	<p>Additional Responsibilities:</p> <p>Deputisation: provide cover for other team members, if needed.</p> <p>Standard Operating Procedures (SOPs): Develop and implement SOPs to administer events to a high professional standard. Maintain up-to-date details on events and communicate changes to relevant personnel.</p> <p>Health & Safety Compliance: Ensure all health and safety requirements are met for live events, liaising with both in-house and external health and safety consultant, as required. Responsible for North Range emergency evacuation.</p> <p>Staff Learning and Development: IMMA staff participate in an annual PMDS process. In conjunction with the Senior Commercial Events Manager, assess training and educational needs of staff for on-site and external training, as required. Adhere to employment law and public service legislation when engaging with staff members ensuring their efforts are always optimised.</p> <p>Certification Requirements: Maintain certifications in first aid, CPR, and manual handling.</p> <p>Building Knowledge: Acquire familiarity of the venue, including electrical equipment and plant locations, lighting, and heating.</p> <p>Financial Management: Accurately track financial income, expenditure against agreed budget.</p>
Other Responsibilities	<p>General</p> <ul style="list-style-type: none"> • Actively participate in and seek out learning and development opportunities regarding leadership and team skills and apply learning to carry out the 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 visitors, colleagues, and supervisors. • Take leadership, direction, and training from management and ensure that you fully understand the company policies and operational procedures. • Safeguard adherence to HR requirements and procedures. • Ensure that you are familiar with relevant computer systems for this role. • Communicate with your Manager on any issues that relate to the Museum and ensure that the name of IMMA is not brought into disrepute. • Be highly motivated to succeed and always driven. • Complete all necessary tasks and fulfil all commitments made to your team, colleagues, and manager on time and without supervision. • Manage one's time and resources to ensure that work is completed by correctly prioritising information and tasks. • Be a positive ambassador of IMMA and always promote IMMA.

	Health & Safety <ul style="list-style-type: none"> • Maintain a working environment in line with Health & Safety legislation. • Attend Health and Safety training as required. • Adhere to all policies and procedures including safety guidelines. • 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. • Recognise risks in operational and Museum activities and then proactively apply the right measures and processes to control and manage those risks. • Ensure that the security of the Museum is maintained in terms of the security guidelines.
Skills and Experience Required	<ul style="list-style-type: none"> • Third level qualification in Business, Event Management or Hospitality. • Minimum 3 years' experience in a similar role. • Proficiency in MS Office suite and CAD systems. • Excellent communication skills and strong relationship management abilities. • Customer service focused. • High standards of organisational skills and attention to detail. • Multi -Tasking expertise. • Ability to remain calm and professional under pressure. • Proven track record in logistics and project management. • Marketing and promotional acumen. • Robust administrative and supervisory skills. • Team player with the ability to work independently and take initiative. • AV and catering experience would be advantageous.

Working Conditions: This full-time position requires a flexible schedule, including the ability to work any 5 days out of 7, with some evening and late-night shifts.

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: _____