

IRISH MUSEUM OF MODERN ART



Candidate Information Pack

Head of Visitor Experience and Security at IMMA

Full Time Permanent Post

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ÁRAS NUA-EALAÍNE
NA hÉIREANN
IRISH MUSEUM OF
MODERN ART

Dear Candidate,

Thank you for your interest in the post of – Head of Visitor
Experience & Security at IMMA.

This Candidate Pack includes the following information:

- Overview of Job Specification and important details to note with link to full role profile.
- Recruitment and selection process details and important dates to note.
- What we are looking for: Qualifications and Essential Education
- The Salary
- Hours of Work
- Annual Leave
- Training
- How to Apply
- Why join IMMA

Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process.

For any informal enquiries regarding the recruitment process and job specification please contact: tetiana.shchukina@imma.ie

Kind Regards,
IMMA Recruitment Team

BACKGROUND

The Irish Museum of Modern Art, based in what was the Royal Hospital Kilmainham, an extraordinary 17th century building, set upon a hilltop of 48 acres overlooking the river Liffey, is a witness to at least a millennium of change. All of which feeds into our contemporary thinking and commitment to celebrate this remarkable site. At IMMA we have begun to create a space unique within contemporary culture. This is a space where local and global connect, a space where contemporary art and contemporary life meet, challenge and inspire one another.



THE ROLE

The role of Head of Visitor Experience & Security is a pivotal role on the Senior Management Team that demands a strategic leader with exceptional people skills and a commitment to excellence in customer service while ensuring the highest security and safety standards.

You will play a crucial role in developing and implementing strategies to enhance visitor engagement and audience experience, ensuring that all interactions reflect IMMA's ethos of Open Space, Open Minds. You will foster a welcoming and inclusive environment for all visitors to its galleries and open spaces, including those attending events and local community groups. Your responsibilities will include managing all elements of the end-to-end physical visitor experience so that all customer touch points and connections are carefully considered and ensuring the provision of high-quality information and language services to meet diverse visitor needs.

You will provide strategic oversight of all visitor experiences, maintaining high standards of welcome and visitor flow management. You will develop and implement comprehensive security, fire prevention and safety protocols, including risk management, incident response, and emergency management. You will act as the nominated Fire Officer for IMMA. Your role will also involve ensuring the smooth operation of security for events and activities through effective resource planning and management, contributing to IMMA's strategic goal of being a Radically Public Space.

The office is wholetime, permanent and pensionable.

RECRUITMENT AND SELECTION PROCESS

If a very high number of applications are received, IMMA may implement a shortlisting process to select several candidates to be invited to interview based on the information contained in their application. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that, on this occasion, there are some candidates who are, based on the information provided, better qualified, and/or have more relevant experience. IMMA does not reimburse the cost of travel to interview.

Applicants should note that eligibility to compete is confined to citizens of the European Economic Area (EEA). The EEA consists of the Member states of the European Union along with Iceland, Liechtenstein, and Norway.



Closing date for receipt of applications: 06.10.2025

Interview dates: Late October 2025

For further assistance or reasonable accommodations during the application process, please email tetiana.shchukina@imma.ie.

SALARY

Full Time Salary Scale: €74,701.00; €76,408.00; €78,110.00; €79,821.00; €81,527.00; €81,981.00; €83,662.00; €85,408.00; LSI 1 €88,250 & LSI 2 €91,100.00

The salary for this role is in line with public sector pay scales, starting at €74,701.00, Point 1 of the Engineer Grade II (PPC) scale, as of 1st August 2025.

WORKING HOURS

Hours: Tuesday – Saturday 9.15am to 5.30pm. Sunday 11.30am – 5.30pm.

It will be expected that the Head of Visitor Experience & Security will work one weekend in three as part of a weekend oversight roster. The successful candidate may also need to be present during evening hours for programming or special events.



ANNUAL LEAVE

IMMA's Annual Leave year runs from 1st January until 31st December. The annual leave allowance associated with the Full Time equivalent for your grade is banded as follows:

29 days for the first five years, at which point the annual leave increases to 30 days.

LOCATION

IMMA, The Royal Hospital Kilmainham, Military Road, Kilmainham, Dublin 8.

The person employed will be required to work in any location within IMMA's sites.

TRAINING

On commencement of employment, the employer will provide you with training as follows: Induction / Orientation training; Building & Fire Safety induction; Health & Safety training. Throughout your employment, the employer endeavours to provide opportunities for training. Further details can be provided for by the HR Department. This training will be provided free of charge, it will count as working time and, where feasible, it will take place during working hours.



WHAT ARE WE LOOKING FOR?

EDUCATION

- At least a Bachelor's Degree in Hospitality Management, Visitor Experience, Business Management, Event Management, Museum Studies, or another related field.
- Additional certifications in security management, fire safety or visitor services is desirable.

SKILLS

- A full driving licence is desirable.
- No less than 8 years management experience and expertise in leading a highly successful customer-facing visitor experience function of comparable scale and profile.

EXPERIENCE

- A history of successful collaboration with senior colleagues in devising creative approaches to engaging a wide variety of audiences with excellent problem-solving skills in a creative/artistic environment.
- Highly experienced in leading public safety as part of large-scale operations management, including planning, risk management, incident, and emergency management.
- A deep understanding of end-to-end customer journeys, effective management of customer service in a visitor-focused business.
- Strong leadership and people management skills. Experience of leading and managing a large high-performance team of permanent, part time and agency staff to deliver world class customer services standards.
- Strategic Thinking: Demonstrates the ability to develop and implement long-term plans that align with IMMA's Strategic Plan, Mission, and Vision.
- Innovative Mindset: Commitment to continuous improvement and innovation, with a willingness to try new approaches and learn from mistakes.
- Strong Communication: Excellent communication skills, with the ability to connect with people at all levels of IMMA and manage stakeholder relationships effectively.
- Resilience and Adaptability: Ability to manage competing demands, make quick decisions under pressure, and adapt to changing circumstances.
- Empathy and Inclusivity: Dedication to fostering a welcoming and inclusive environment, with a strong focus to understand and anticipate visitor needs, fostering a welcoming and inclusive atmosphere that enhances the overall visitor experience.
- These duties are indicative rather than exhaustive and are carried out under general guidance.



WHY WORK AT IMMA

At IMMA, we are proud to offer:

- Opportunity to get involved in IMMA's 2024-2028 Strategy, development of key themes in response to current global cultural concerns which will shape our programming over the next five years.
- Progressive, hybrid working model.
- The opportunity to work in a beautiful serene historic 17th Century Building surrounded by 48 acres of Meadows and Gardens – an oasis in Dublin City.
- Free Parking / Secure Bike Shed.
- Career development opportunities through mentoring, coaching, and training.
- Government Pension Scheme
- Employee Wellbeing Committee.
- Employee Assistance Programme.
- Generous Public Sector leave benefits.
- Strong values-based and inclusive culture.
- Strong commitment to diversity, equity, and inclusion.

HOW TO APPLY

To apply for this exciting opportunity, please submit the following:

- A tailored cover letter explaining your suitability for the role.
- A current curriculum vitae.

Applications should be submitted via
<https://imma.bamboohr.com/careers/61?source=aWQ9OA%3D%3D>

This is intended only as a guide. Full terms and conditions will be issued as part of the contract of employment.

AÁRAS NUA-EALAÍNE NA hÉIREANN



Pacáiste Eolais d'Iarrthóirí
Ceann Eispéireas an Chuairteora agus na Slándála
ag IMMA
Post Buan Lánaimseartha

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IMMA

ÁRAS NUA-EALAÍNE
NA hÉIREANN
IRISH MUSEUM OF
MODERN ART

A larrthóra, a chara,

Go raibh maith agat as do spéis sa phost – Ceann Eispéireas an Chuaiteora agus na Slándála ag IMMA.

Tá an t-eolas seo a leanas sa Phacáiste seo d’larrthóirí:

- Forléargas ar an Shainchuntas Poist agus sonraí tábhachtacha le tabhairt faoi deara agus nasc le próifíl iomlán an ról
- Sonraí faoin bpróiseas earcaíochta agus roghnúcháin agus dátaí tábhachtacha le tabhairt faoi deara
- An méid atá uainn: Cáilíochtaí agus Oideachas Riachtanach
- An Tuarastal
- Uaireanta Oibre
- Saoire Bhliantúil
- Oiliúint
- Conas Iarratas a Dhéanamh
- Cén fáth a rachfá le IMMA?

Cinntigh le do thoil go léifidh tú an Pacáiste Eolas Feachtais seo go mion agus go dtuigfidh tú an próiseas go hiomlán.

Maidir le ceistanna neamhfhoirmiúla ar bith faoin bpróiseas earcaíochta, faoin bpost agus faoin sainchuntas poist, déan teagmháil le: tetiana.shchukina@imma.ie

Le Dea-mhéin,

Foireann Earcaíochta IMMA

CÚLRA

Tá Áras Nua-Ealaíne na hÉireann, atá lonnaithe in Ospidéal Ríoga Chill Mhaighneann mar a bhí, ina fhoirgneamh iontach ón 17^ú haois, agus é suite ar bharr cnoic de 48 n-acra le radharc uaidh amach ar an Life, agus é ina fhinné ar mhílaois ar a laghad d'athruithe. Leis sin go léir, cuirtear lenár smaoineoireacht chomhaimseartha agus lenár dtiomantas chun an suíomh iontach seo a cheiliúradh. Ag IMMA tá tús curtha againn le spás uathúil a chruthú laistigh den chultúr comhaimseartha. Is spás é seo ina dtagann nithe áitiúla agus domhanda le chéile, spás ina mbuaileann ealaín chomhaimseartha agus an saol comhaimseartha le chéile, ina dtugann siad dúshlán dá chéile agus ina spreagann siad a chéile.



AN RÓL

Is ról ríthábhachtach é ról Cheann Eispéireas an Chuariteora agus na Slándála ar an bhFoireann Shinsearach Bainistíochta lena n-éilítear ceannaire straitéiseach ag bhfuil scileanna iontacha idirphearsanta agus tiomantas don bharr feabhais sa tseirbhís do chustaiméirí agus na caighdeán is airde slándála agus sábháilteachta á gcinntiú aige/aici.

Beidh ról ríthábhachtach agat maidir le straitéisí a fhorbairt agus a chur i bhfeidhm chun rannpháirtíocht an chuariteora agus eispéireas an luchta spéise a fheabhsú, ag cinntiú go léiríonn gach idirghabháil éiteas IMMA maidir le Spás Oscailte, Intinní Oscailte. Cothóidh tú timpeallacht fháilteach agus ionchuimsitheach do gach cuairteoir chuig gach gailearaí agus spás oscailte, lena n-áirítear na daoine sin a fhreastalaíonn ar imeachtaí agus grúpaí pobail áitiúla. Áireofar le do chuid freagrachtaí gach gné d'eispéireas fisiceach an chuariteora ó cheann go ceann ionas go mbreithnítear gach pointe teagmhála an chustaiméara agus gach nasc go cúramach, agus soláthar eolais agus seirbhísí teanga ar ardchaighdeán á chinntiú chun freastal ar riachtanais éagsúla cuairteoirí.

Cuirfidh tú maoirseacht straitéiseach ar fáil do gach eispéireas cuairiteora, agus ardchaighdeán fáilte agus bainistíochta sreafa cuairteoirí á gcinntiú. Forbróidh agus cuirfidh tú prótacail chuimsitheacha slándála, coisc dóiteáin agus sábháilteachta i bhfeidhm, lena n-áirítear bainistíocht riosca, freagairt ar eachtraí agus bainistíocht éigeandála. Beidh tú ag feidhmiú mar an tOifigeach Dóiteáin ainmnithe do IMMA. I gceist le do ról chomh maith, beidh tú ag cinntiú feidhmiúchán éasca na slándála d'imeachtaí agus do ghníomhaíochtaí trí phleanáil agus bainistíocht éifeachtach acmhainne, ag cur le cuspóir straitéiseach IMMA a bheith mar Spás Poiblí Radacach.

PRÓISEAS EARCAÍOCHTA AGUS ROGHNÚCHÁIN

Má fhaightear líon an-ard iarratas, féadfaidh IMMA próiseas gearrliostaithe a chur i bhfeidhm chun roinnt iarrthóirí a roghnú chun cuireadh a thabhairt dóibh chuig agallamh bunaithe ar an bhfaisnéis ina n-iarratas. Ní chiallaíonn sé sin go bhfuil iarrthóirí eile neamhoiriúnach, nó neamhábaltá an post a dhéanamh, ach seachas sin, sa chás seo, go bhfuil roinnt iarrthóirí ann, bunaithe ar an bhfaisnéis a cuireadh ar fáil, a bhfuil cáilíochtaí níos fearr acu, agus/nó a bhfuil taithí níos ábhartha acu. Ní aisíocann IMMA an costas taistil chuig an agallamh.

Ba chóir d'iarratasóirí a thabhairt faoi deara nach bhfuil incháilitheacht chun dul san iomaíocht teoranta do shaoránaigh an Limistéir Eorpaigh Eacnamaíoch (LEE). Tá Ballstáit an Aontais Eorpaigh, mar aon leis an Íoslainn, Lichtinstéin agus an Iorua, sa LEE.



Is é an spriocdháta chun iarratais a fháil: 06.10.2025

Dátaí agallaimh: Deireadh mhí Dheireadh Fómhair 2025

Chun tuilleadh cúnaimh nó socruithe réasúnta a fháil le linn an phróisis iarratais, seol ríomhphost chuig tetiana.shchukina@imma.ie.

TUARASTAL

An Scála Tuarastail Lánaimseartha: €74,701.00; €76,408.00; €78,110.00; €79,821.00; €81,527.00; €81,981.00; €83,662.00; €85,408.00; LSI 1 €88,250 & LSI 2 €91,100.00

Tá an tuarastal don ról seo ar aon dul le scálaí pá na hearnála poiblí, ag tosú ag €74,701.00, Pointe 1 de scála Ghrád II an Innealtóra (PPC), amhail an 1 Lúnasa 2025.

UAIREANTA OIBRE

Uaireanta Oibre: An Mháirt – an Satharn 9.15rn go 5.30in An Domhnach 11.30rn – 5.30in

Táthar ag súil go mbeidh Ceann Eispéireas an Chuairteora agus na Slándála ag obair deireadh seachtaine amháin as trí mar chuid d'uainchlár maoirseachta deireadh seachtaine.

D'fhéadfadh go mbeadh ar an iarrthóir rathúil a bheith i láthair le linn uaireanta an tráthnóna le haghaidh cláir nó imeachtaí speisialta.



SAOIRE BHLIANTÚIL

Tá bliain saoire bhliantúil IMMA ón 1 Eanáir go dtí an 31 Nollaig. Is mar a leanas a dhéantar an liúntas saoire bliantúla a bhaineann leis an gcoibhéis Lánaimseartha do do ghrád a rangú:

29 lá don chéad chúig bliana, agus ag an bpointe sin méadaítear an tsaoire bhliantúil go 30 lá

SUÍOMH

IMMA, An Royal Hospital Kilmainham, Bóthar Míleata, Kilmainham, Baile Átha Cliath 8.

Beidh ar an duine a bhfuil fostaíocht aige/aici obair in aon suíomh ar shuíomhanna IMMA.

OILIÚINT

Ag tús na fostaíochta, cuirfidh an fostóir oiliúint ar fáil duit mar seo a leanas: Oiliúint Iontrála / Treoir; Iontráil Sábháilteachta Foirgníochta & Dóiteáin; Oiliúint Sláinte & Sábháilteachta. Le linn do fhostaíochta, déanann an fostóir iarracht deiseanna oiliúna a sholáthar. Is féidir sonraí breise a fháil ón Roinn AD. Tabharfar an oiliúint seo saor in aisce, áirítear í mar chuid den am oibre, agus, más féidir, déanfar í le linn uaireanta oibre.



CAD ATÁ UAINN?

OIDEACHAS

- Céim bhaitsiléara ar a laghad i mBainistíocht Fáilteachais, Eispéireas an Chuaireora, Bainistíocht Ghnó, Bainistíocht Imeachtaí, Staidéar ar Mhúsaeim, nó réimse gaolmhar eile.
- Tá deimhniúcháin sa bhreis sa bhainistíocht slándála, sábháilteacht ó dhóiteán nó seirbhísí do chuaireoirí inmhianaithe.

SCILEANNA

- Tá ceadúnas tiomána iomlán inmhianaithe.
- Teastaíonn ar a laghad 8 mbliana taithí ar an mbainistíocht agus saineolas ar fheidhm rathúil eispéiris cuairteora atá dírithe ar chustaiméirí de scála agus próifíl inchomparáide.

TAITHÍ

- Cúlra le comhoibriú rathúil le comhghleacaithe sinsearacha maidir le cuir chuige chruthaithe a cheapadh chun réimse leathan luchtanna spéise a mhealladh agus scileanna réiteach fadhbanna den chéad scoth i dtimpeallacht cruthaithe/ealaíonta.
- Ard-taithí ar shábháilteacht an phobail a threorú mar chuid de bhainistíocht oibríochtaí ar scála mór, lena n-áirítear pleanáil, bainistíocht riosca agus bainistíocht eachtra agus éigeandála.
- Tuiscint dhomhain ar thurais custaiméirí ó cheann go ceann, bainistíocht éifeacht ar an tseirbhís do chustaiméirí i ngnólacht atá dírithe ar chuairoteoirí.
- Scileanna láidre ceannaireachta agus bainistiú daoine. Taithí ar fhoireann mhór ardfheidhmíochta de bhaill foirne bhuana, páirtaimseartha agus gníomhaireachta chun seirbhísí do chustaiméirí ar ardchaighdeán a chur ar fáil
- Smaointeoireacht Straitéiseach: Léiríonn sé/sí an cumas pleananna fadtéarmacha a fhorbairt agus a chur i bhfeidhm chun ailíniú le Plean Straitéiseach, Misean agus Fís IMMA.
- Dearcadh Nuálach: Tiomanta don fheabhsúchán leanúnach agus an nuálaíocht, le toilteanas aige/aici triail a bhaint as cuir chuige nua agus bheith ag foghlaim ó earráidí.
- Cumarsáid Láidir: Scileanna iontacha cumarsáide, agus cumas aige/aici caidreamh a fhorbairt le daoine ag gach leibhéal IMMA agus caidrimh páirtithe leasmhara a bhainistiú go héifeachtach.
- Iontaofacht agus Inoiriúnaitheacht: Cumas éilimh iomaíocha a bhainistiú, cinntí a dhéanamh faoi bhrú, agus glacadh le cúinsí a athraíonn.
- Comhbhá agus Ionchuimsiú: Tiomanta do thimpeallacht fháilteach agus ionchuimsitheach a chothú, agus fócas láidir ar riachtanais an chuairteora a thuiscint agus a bheith ag súil leo, atmaisféar fáilteach agus ionchuimsitheach a fheabhsaíonn eispéireas foriomlán an chuairteora a chothú.
- Is dualgais tháscacha seachas dualgais uileghabhálacha iad sin agus déantar iad faoi threoir ghinearálta.



CAD CHUIGE A nOIBREOFÁ LE IMAA

Ag IMMA, táimid bródúil as na nithe seo a leanas a chur ar fáil:

- An deis a bheith páirteach i Straitéis IMMA 2024-2028, ina bhforbrófar príomhthéamaí mar fhreagairt ar cheisteanna cultúrtha domhanda reatha lena múnlófar ár gcláreagrú sna cúig bliana atá amach romhainn.
- Mionsamhail oibríoch fhorásach hibrídeach.
- An deis dul i mbun oibre i bhFoirgneamh suaimhneach álainn stairiúil ón 17ú haois agus a bhfuil 48 n-acra de Chluainté agus de Ghairdíní mórtimpeall air – é ina thearmann dúlra i gCathair Bhaile Átha Cliath.
- Páirceáil Saor in Aisce / Bothán Rothar atá Slán Sábháilte.
- Cuirfear deiseanna forbartha gairmréime ar fáil trí mheantóireacht, trí chóitseáil, agus trí oiliúint.
- Scéim Pinsin an Rialtais
- Coiste um Fholláine Fostaithe.
- Clár Cúnaimh i gcomhair Fostaithe.
- Sochair mhaithe do shaoire na hearnála poiblí.
- Cultúr láidir cuimsitheach bunaithe ar luachanna.
- Tiomanta d'éagsúlacht, do chothromas agus do chuimsitheacht.

CONAS IARRATAS A DHÉANAMH

Chun iarratas a dhéanamh don deis spreagúil seo, cuir na nithe seo a leanas isteach:

- Litir chumhdaigh shaincheaptha ag míniú d'oiriúnacht don ról.
- Curriculum vitae reatha.

Ba cheart iarratais a chur isteach trí

<https://imma.bamboohr.com/careers/61?source=aWQ9OA%3D%3D>

Ní treoir amháin atá i gceist leis seo. Eiseofar na téarmaí agus na coinníollacha iomlána mar chuid den chonradh fostaíochta.