

IMMA

ROLE PROFILE

INVIGILATORS – PUBLIC SAFETY VISITOR EXPERIENCE & SECURITY TEAM

**SEASONAL FIXED TERM CONTRACTS
PART TIME (10 DAYS)**

ROLE PROFILE	
Job Title:	<p>Visitor Experience & Security Team (Invigilators), Part Time Fixed Term Contract Posts</p> <p>Part Time (10 days) Fixed Term Contracts (Seasonal Employment: Immediate Start)</p>
Reports To:	Head of Visitor Experience & Security
Salary	<p>The salary for this role is in line with public sector pay scales, starting at €36,227, Point 1 of the Grade Invigilator (PPC) scale, as of 1st June 2026.</p> <p>The Full Time Salary Scale: €36,227; €37,297; €38,369; €39,300; €39,875; €40,630; €41,209</p> <p>Candidates should note the Irish Museum of Modern Art complies with Government Department's regulations regarding pay. Therefore, entry level appointments will commence at point 1.</p>

Role Purpose	<p>To work as part of the Visitor Experience Team to deliver a high standard of customer service and create a welcoming, engaging, and safe environment for all visitors and employees, while ensuring the museum, its property, assets, and surrounding areas are maintained securely through vigilance and due diligence.</p> <p>To maintain a professional and approachable manner at all times, delivering excellent customer service by engaging with visitors and providing clear, relevant information on the museum's galleries, exhibitions, artists, and public programmes.</p>
Key Results Areas	<ul style="list-style-type: none"> • Proactively engage with museum guests to deliver an excellent standard of customer service, creating a welcoming, informative, and positive visitor experience for all. • 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 Arts programmes. • Will undergo all relevant training, relating to staff and visitor emergency evacuation procedures

	<ul style="list-style-type: none"> • 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 <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 communication professionally with all colleagues <p>Programme Evaluation</p> <ul style="list-style-type: none"> • Liaising with the departments Supervisors and where practicable with 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"> • 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 museums disaster and recovery contingency plan where appropriate. • To operate a program related point of sales as operationally required. • To follow the museum dress code <p>General</p> <ul style="list-style-type: none"> • Keep invigilation and security 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 Engagement Team (Invigilator) 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. • 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.

	<ul style="list-style-type: none"> • 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"> • Will be capable of assisting in the physical evacuation and subsequent security of the museum in the event of fire evacuation or any other emergency that may affect the operation of the museum. • Will be able to deal with the public and respond positively in providing relevant information on the museum's current and forthcoming programmes. • Will be a team player and capable of working within the team to achieve the goals that have been set out within the museums strategy statement. • Maintain a proactive contribution to ensuring that IMMA provides a welcoming, informative and accommodating experience for all visitors • A commitment to engaging with the public on the gallery floor with the necessary information and skills to deliver information to the best of their ability. • Proactive invigilation and communicative skills utilised in protecting exhibitions

	<ul style="list-style-type: none"> • Will undertake statutory and relevant training as directed by the museum. Including mandatory Child Protection Training • Punctuality and reliability in working as a team player within the Visitor Engagement Team to deliver the department and IMMA's goals
<p>Skills and Experience Required</p>	<ul style="list-style-type: none"> • Excellent communication skills and the ability to work as part of a team. • 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.

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: _____