

ATHLONE ARTS & TOURISM ADMINISTRATOR

Particulars of Role and Recruitment

BACKGROUND

Athlone Arts & Tourism operates Athlone Castle, Luan Gallery and Abbey Road Artists' Studios. These sites are of major significance to the heritage and cultural landscape of Athlone and in the emerging tourist region of Ireland's Hidden Heartlands. **Athlone Arts & Tourism is seeking to appoint** a permanent Administrator. Details and particulars of the post are set out hereunder:

THE ROLE

The Administrator role is a key support role in the company and will be required to undertake a range of duties including accounts and office administration, customer service, ticketing, sales, reporting, and support of event delivery.

Applicants must bring with them previous accounts administration and customer service experience, willingness to learn and a friendly, outgoing personality. The successful candidate must be able to multi-task and be able to handle pressure and work to tight deadlines.

The successful candidate will have an interest in and be familiar with the sites managed by the company and the history of Athlone and other key cultural and tourism facilities and developments in the town and the region.

(a) Job Title: Athlone Arts & Tourism Administrator

(b) Salary: Commensurate with duties

(c) Contract: Full-time permanent position with 6 months probationary period

(d) Responsible To: Athlone Arts & Tourism Ltd.

(e) Reporting To: Management of Athlone Arts & Tourism Ltd.

KEY JOB RESPONSIBILITIES

Reporting directly to management and working on:

- **Accounts Administration:** the operation of the financial system Agresso MS4, processing of accounts receivable and payable, raising requisitions for colleagues and management, matching and adjusting requisition details as invoices are entered into the system, processing of invoices and statements, processing of art sales, setting up new suppliers, monitoring customer and supplier accounts, credit control and keeping suppliers updated on the status of their payments, dealing with customer and supplier queries, assistance with the preparation of financial income and expenditure quarterly and annual reports, processing staff payroll, bank reconciliation and weekly takings. Assisting management with the collating of financial data for funding applications and reports. Regular reporting will be required.
- **Office Administration:** duties such as filing, photocopying, processing data and generating reports on visitors, sales etc., developing and maintaining databases, organising postal and electronic mailshots, operating the booking system etc. Office stock checks, ordering and management of office stock levels as needed for general office and facilities management across both venues
Providing administrative support to management generally for finance, hr and specific projects and events as may arise.
- **Customer Services:** ensuring a warm welcome to visitors, and assisting groups with onsite orientation information and overview of the history and exhibitions of Luan Gallery, Athlone Castle and Athlone and passing this on to visitors
- **Reception/ticketing/bookings:** maybe required on occasion to cover staff on holidays/sick leave in Athlone Castle/Luan Gallery involving cash handling, till operations, dealing with bookings, visitor orientation information, merchandising, art sales and other retail activities as directed by management.
- **Events:** assisting the management and other staff members in the delivery and manning of successful events.
- **General:**
 - The ability to provide First Aid is necessary (training will be provided)
 - Venue opening/closing responsibilities
 - The successful candidate will be required to have a flexible approach to work, and be adaptable to carry out duties and cover for other customer service/guide team members as directed by manager in any/all of the facilities and activities associated with Athlone Arts & Tourism as required by management

The above duties outline the main functions and responsibilities of the post of Administrator and may be subject to review from time to time.

CONDITIONS OF EMPLOYMENT

- The Administrator will be employed on the basis of a permanent full-time contract with an initial probationary period of 6 months and will be subject to one month's notice in writing on either side and depending on continuing finance being available.
- Duty at weekends and at evenings (as required) will be an integral part of the working week i.e. the position has a 37.5hour over 7 days responsibility (Monday to Sunday inclusive).
- The salary for the post is €26,643 + ER PRSI pa and remuneration shall be paid fortnightly in arrears.
- Applicants must have the flexibility to work hours in line with the seasonal and operational considerations of the attractions/facilities.
- Physical demands of the role include standing, walking and carrying files, objects, artwork and merchandise.
- Rostered days and hours including start and finish times will be determined in advance by management. Applicants will be required to work on days the sites are open to the public (Tuesday to Sunday).
- Applicants must be flexible with both their time and approach to work and be comfortable carrying out a variety of tasks.

Full terms and conditions will be provided with contract at time of appointment.

QUALIFICATIONS

1. Character

Candidates must be of good character.

2. Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Essential Education/Experience etc.

Each candidate must have:

- A good standard of education
- A minimum of two years' relevant work experience in accounts administration
- A minimum of two years' relevant work experience in front of house and customer service
- A high level of proficiency in ICT skills in Microsoft Office, including Word, Excel and Outlook
- A minimum of two years cash handling experience

- An excellent standard and comprehension of key principals of customer service
- Have good time management, organisational, interpersonal and communication skills
- Fluency in English and excellent communication and interpersonal skills
- Have the capacity to contribute to and work well as part of a team
- Have the ability to use initiative and judgement
- Be honest, dedicated and hard working
- Be punctual and capable of working within strict time frames to achieve targets and be capable of completing tasks in a timely fashion to a high standard

Desirable Education/Experience etc.

- Proficiency in the operation of the public sector financial management system Agresso MS4
- Certification in Sage accounting software.
- An interest in tourism and a basic knowledge of Athlone Castle and Luan Gallery.

RECRUITMENT

- Selection shall be by means of a competition based on an interview conducted by a board on behalf of Athlone Arts & Tourism Ltd.
- Short listing will be applied where necessary on the basis of the information on qualifications and relevant experience supplied by candidates in their application.
- **Interviews will be held in January 2023.**
- The onus is on all applicants to make themselves available for any obligatory test(s) or interviews on the date(s) specified by Athlone Arts and Tourism and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the address/email specified on their application.
- Athlone Arts and Tourism will not be responsible for any expense, including travelling expenses, candidates may incur in connection with their candidature.
- Candidates shall undergo such medical examinations as Athlone Arts and Tourism considers necessary. Medical Examiners will be nominated by Athlone Arts and Tourism. Candidates will be required to pay the fee for any general medical examination or, unless determine otherwise, the fee for any examination by a medical specialist or for any special test and on receipt of bill, Athlone Arts and Tourism will re-imburse the candidate. Candidates must comply, at their own expense, with such remedial requirements as Athlone Arts and Tourism consider necessary.
- Athlone Arts and Tourism shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month (**must be available to start in late January/early February 2023**) and if they fail to take up the appointment within such period or such longer period as the company in its absolute discretion may determine, the company shall not appoint them.

- Candidates who do not attend for interview or other test when and where required by Athlone Arts and Tourism, or who do not, when requested, furnish such evidence as the company requires in regard to any matter relevant to their candidature, will have no further claim to consideration.
- A panel may be formed on the basis of such interviews. Candidates whose names are on a panel and who satisfy that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may, within the life of the panel, be appointed as appropriate vacancies arise. The life of the panel shall be 12 months.
- Appointment will be subject to the receipt of satisfactory references.

Basis for Processing your Personal Information

- **The basis for processing your personal data is to progress your application for the position you have applied for with Athlone Arts and Tourism under the Terms of the Employment (Information) Act 1994 and Athlone Arts and Tourism recruitment policies and procedures.**
- **Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation of if you require an employment permit /visa/ or work authorisation.**

Sharing of Information

- **Outside of the relevant recruitment team, the information provided in your application will only be shared for progressing the competition for which you have applied for, with a designated short-listing and / or interview board.**
- **If, following the competition, you are offered a position or placed on a panel, the information provided in your application will be used to form your Personal File.**

Storage period

- **Your application will be retained for one year from the date a panel for this position is formed. Applications which are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.**
- **If you do not furnish the personal data requested, Athlone Arts and Tourism will not be able to progress your application for the competition for which you are applying.**
- **Applications will be treated in strict confidence.**

APPLICATION PROCEDURE

Please ensure that you provide a valid postal and email address and a contact telephone number on your cover letter.

Applicants to send 2 x copies of a current Curriculum Vitae and cover letter (including 2 named references), outlining their specific experience as it relates to the role description no later than **Tuesday 10th January 2023 to:**

The Manager,
Athlone Arts & Tourism,
c/o Luan Gallery,
Elliot Road,
Athlone,
Co. Westmeath.

Or

By email to: AatRecruit@westmeathcoco.ie

Applications sent by post should be posted in sufficient time to ensure delivery by this deadline. Allegations of loss or delay will not be considered unless supported by a Certificate of Posting. The cost of postage must be borne by the applicant.

Please note an email confirmation of receipt of application will be sent. Shortlisted candidates must be available to attend interview which will be held in January 2023.

Please note canvassing will disqualify.