

Museum of Medieval Kilkenny (MOMK) Designated Activity Company



Recruitment Guidance Booklet - Applicants

**Competition Name: CHIEF OPERATIONS MANAGER
MUSEUM OF MEDIEVAL KILKENNY**

Competition Type: Open

Competition Closing Date: 31st January 2025

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2.0 MUSEUM OF MEDIEVAL KILKENNY

The Museum of Medieval Kilkenny is a planned new visitor attraction telling the story of Ireland's medieval capital through an immersive experience of the people, characters, and stories of the time. It will be located on High Street Kilkenny. The project will incorporate the 400-year-old Tholsel (Town Hall) and the existing Medieval Mile Museum (in the 800-year-old St Mary's Church) under a new unifying brand, creating a new attraction of scale, in a prominent location in the heart of Kilkenny City.

The Tholsel has been the centre of local administration for Kilkenny dating back to the 1200's with many connected stories as to how the City was ruled in medieval and now modern times. The renovation will restore the Tholsel and protect this important building for years to come. The new attraction will be carefully differentiated from existing Kilkenny heritage attractions to broaden the offer of Kilkenny overall as a destination, using fun, humour and 'horrible history' style stories to appeal in particular to family groups.

3.0 THE ROLE

The role of the Chief Operations Manager will be to coordinate, manage and re-imagine the expanded offer of MOMK. Reporting to a Board of Directors, the role will include the following duties:

- 3.1 Lead and deliver an exceptional visitor experience and visitor operation in Kilkenny including quality standard in visitor interpretation, presentation and service culture across all aspects of the visitor experience.
- 3.2 Manage the strategic development of all the aspects of the Museum of Medieval Kilkenny experience
- 3.3 Full responsibility for financial control, budgetary management and revenue
- 3.4 Implement the museum of medieval Kilkenny's business plan
- 3.5 Manage the operational set up during the pre-opening phase
- 3.6 Recruit, develop and manage staff.
- 3.7 Foster residencies, educational, public programmes and develop an events programme
- 3.8 Enhance and grow the brand and attraction.
- 3.9 Plan and lead all sales, marketing and promotional efforts to grow visitor numbers through B2B and B2C channels.
- 3.10 Build and develop a strong relationship with the board to seek new opportunities for expanded appeal of the attraction.
- 3.11 Continuous development of guided tours, events and exhibitions in order to increase the wider appeal of the museum.
- 3.12 Take control of and promote the "Ireland's Medieval Mile" brand for associated attractions in Kilkenny city.

- 3.13 In collaboration with key stakeholders, lead and positively influence destination led initiatives to strengthen tourism in Kilkenny.
- 3.14 Manages effective communication with Visit Kilkenny, Fáilte Ireland and industry partners engaged in destination development and promotion of Kilkenny tourism
- 3.15 Participate in outreach activities to support both the museum and tourism to Kilkenny

4.0 EDUCATION and EXPERIANCE

Essential Requirements

- 4.1 Minimum of 4-5 years experience in a similar senior level role in this sector or equivalent.
- 4.2 Bachelor's degree in business, marketing, tourism, communications, or related field.
- 4.3 A depth of knowledge of standards, best practice and developments in the sector relating to commercial operations and visitor experience. Results driven, sets goals, aggressively track results.
- 4.4 Proven track record of successful management of commercial activities, including budgeting and target setting, with a track record of meeting challenging income and profit targets.

5.0 DESIRABLES

The ideal candidate shall:

- 5.1 Demonstrated skills in project management, budgeting, and coordination of multiple projects and assignments.
- 5.2 Have evidence of ability to lead change in a fast-paced commercial environment.
- 5.3 Have evidence of understanding of customer needs and customer focus in business activity.
- 5.4 Have high standards of work presentation together with strong written and verbal communication skills and attention to detail.
- 5.5 The ability to think strategically and tactically.
- 5.6 Show evidence of successful negotiation, influencing and problem-solving skills
- 5.7 Demonstrate the ability to work under pressure and prioritise to meet deadlines.
- 5.8 Have experience of EPOS and CRM

6.0 PARTICULARS OF OFFICE

6.0 TYPE OF POST

This position is a full-time permanent post.

6.1 SALARY

The salary shall be fully inclusive and shall be as determined from time to time.

The current salary scale for the position is **€70,000 minimum to €80,000** based on experience.

6.2 PROBATION

The following provisions shall apply:

6.2.1 There shall be a period after such appointments take effect during which such persons shall hold such office on probation;

6.2.2 Such period shall be one year but can be extended

6.2.3 Such persons shall cease to hold such employment at end of the period of probation unless certified that the service of such persons is satisfactory.

6.3 PRE-EMPLOYMENT MEDICAL QUESTIONNAIRE/ EXAMINATION

For the purposes of satisfying the requirement as to health, it will be necessary for the successful applicant, before he/she is appointed, to complete a pre-employment questionnaire which will be examined by a qualified medical practitioner. In some circumstances an in-person medical examination may have to be arranged. In the event the applicant does not take up the post following the pre-employment medical, he/she will reimburse the cost of the medical questionnaire/ examination to the employer.

6.4 HOURS OF WORK

The normal hours of work are 37.5 hour week Monday to Friday 9am – 5.30pm which equates to a 7 1/2 hour day. Due to the nature of the post employees may be required to work weekends.

6.5 ANNUAL LEAVE

Annual leave entitlement for this position is 21 days per annum.

6.6 TRAVEL

When required to do so holders of the office shall hold a full driving licence for class B vehicles free from endorsement and disqualification.

6.7 OFFER LETTERS

Prior to accepting an offer of employment, candidates need to ensure they have a valid work permit for employment in Ireland.

6.8 REFERENCES / EVIDENCES

Each applicant is required to submit as references the names, addresses and email addresses of two responsible persons to whom he/she is well known but not related and of which at least one must be a previous employer.

7.0 GENERAL

The Museum of Medieval Kilkenny (MOMK) Designated Activity Company is an Equal Opportunities Employer.

The applicant is responsible for any expenses that may incur in attending for interview.

7.1 SELECTION PROCESS

The selection process includes:

Stage 1: Submission of CV and Personal Statement.

Stage 2: Eligibility & Shortlisting of applicants on the basis of information submitted in CV and Personal Statement.

Stage 3: A competency-based interview which may be conducted face to face or by way of remote interview.

7.2 APPLICANTS' OBLIGATIONS:

Applicants in the recruitment process must not:

1. Knowingly or recklessly provide false information
2. Canvass any person with or without inducements
3. Interfere with or compromise the process in any way
4. Disrespect or ill-treat Board members
5. A third party must not personate an applicant at any stage of the process

7.3 CONTRAVENTION CODE OF PRACTICE

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. If a person found guilty of an offence was, or is an applicant at a recruitment process:

- They will be disqualified and excluded from the process
- Has been appointed to a post following the recruitment process, they will be removed from that post.

8.0 Application Details:

Application shall be a current CV (maximum four A4 pages) along with a personal statement (maximum two A4 pages) detailing your suitability for the post by email to momk@kilkennycoco.ie