

LUAN GALLERY 2024 CULTURAL ASSISTANT PANEL PARTICULARS & RECRUITMENT DETAILS

Athlone Arts & Tourism operates Luan Gallery, Athlone Castle, and Abbey Road Artists' Studios. These sites are significant to Athlone's heritage and cultural landscape and in the emerging tourist region of Ireland's Hidden Heartlands.

Applications are invited from suitably qualified persons for inclusion on a panel from which offers of fixed-term part-time or fixed-term full-time employment may be made for the following post: **Cultural Assistant** at Luan Gallery during 2024.

The Cultural Assistant is a crucial front-of-house and administrative role. The successful candidate will not only act as the first point of contact for visitors but will assist with the delivery, administration and promotion of the activities and exhibitions of the gallery and its sister venue, Abbey Road Artists' Studios.

As the municipal gallery for Athlone and Westmeath, Luan Gallery promotes visual art, arts engagement, and learning. Luan Gallery does not house a permanent art collection and turns over exhibitions approximately every two months, presenting an exciting and diverse annual visual art and education programme.

Selection shall be by means of a competition based on an interview conducted by a board on behalf of Athlone Arts & Tourism Ltd. **The successful candidate will have the relevant experience and qualifications outlined in the post's details.** The successful candidate will work weekends and occasionally at evening events.

Interviews will be held at the end of February 2024. **The closing date for receipt of applications is Monday, 19th February 2024.**

THE ROLE

A Cultural Assistant is required to work as part of the Luan Gallery team under the management of Athlone Arts & Tourism and will be primarily located at the gallery site. The Cultural Assistant is a crucial front-of-house, visitor engagement and administrative role. The successful candidate will not only act as the first point of contact for visitors but will assist with the delivery, administration and promotion of the activities and exhibitions of the gallery and its sister venue, Abbey Road Artists' Studios.

KEY JOB RESPONSIBILITIES

The successful candidate will assist in the day-to-day delivery of customer service and administration duties and is required to undertake a range of duties including but not confined to the following:

- **Customer Services:** Delivering an excellent standard of customer service is an integral part of the role. Ensuring a warm welcome and providing all visitors with onsite orientation information and overviews of the exhibitions in situ.
- Dealing with the public, suppliers and artists' telephone queries, artwork sales, bookings, ticketing, record taking, reporting, data collection etc.
- Retail/art sales: dealing with artwork and retail sales, including till operations, cash handling, paperwork, receipting, merchandising, stocking and presentation of the gallery reception, retail and art storage space and other retail activities as directed by the gallery management and or supervisor/curator.

- Operating the till and credit card terminal, cash handling, counting floats, receipting, recording, and ordering change in accordance with procedures and as required by management.
- Support the gallery supervisor/curator and gallery management with gallery and studio-related administration.
- Assist management and the gallery supervisor/curator with administrating and coordinating Abbey Road Artists' Studios residencies, community groups, educational activities, and events.
- Assist with the booking, delivery, and coordination of guided tours.
- Assist management and the gallery supervisor/curator with the administration, coordination, recruitment and contracting of artists and facilitators for an extensive educational outreach programme of activities and events at Luan Gallery and Abbey Road Artists' Studios.
- Assist management and the gallery supervisor/curator with administrating and coordinating the gallery Boardwalk space programme of exhibitions.
- Assist with the booking, delivery, organisation and coordination of guided tours and workshops in the gallery and studios.
- Assist management, gallery supervisor/curator, and the gallery installation team with exhibition turnovers – administration, unpacking and wrapping, condition checking of work, generating artwork labels, etc.
- Maintain organisation databases, mailing lists and records.
- Visually record organisation events and exhibitions using photography and/or videography as required.
- Assist with the administration and delivery of promotional activities for the facilities, including direct mailing, ezines and distribution of flyers and posters.
- Researching, collating, and generating content for the gallery's social media is part of the role.
- Assist in administrating, recording, and filing visual archives of exhibitions and events across venues.
- Maintain and file records in a timely and organised manner.
- Communicate with members of the public as required and direct queries and complaints to management and the gallery supervisor/curator.
- Retail: gift shop, including till operations, cash handling, merchandising, stocktaking and other retail activities as directed by senior staff and management.
- Complete all administrative and clerical duties as assigned such as gathering data on visitors, developing databases, generating reports, managing the booking system, typing, and issuing correspondence etc. will be required.

The Cultural Assistant must have a flexible approach to work and be adaptable to carry out duties in other facilities associated with Athlone Arts & Tourism as required by the Manager. The above duties outline the main functions and responsibilities of the post of Cultural Assistant and may be subject to review in the future.

Conditions of Employment

- The weekly hours will be based on a roster system and vary from season to season, during exhibition installations and events. Hours of work will include weekends and may include occasional evenings and will be impacted upon by seasonal considerations and company events. This will be done in accordance with the Organisation of Working Time Act 1997 and the Organisation of Working Time Regulations 2001.
- An hourly rate of €13.02 per hour Monday to Saturday and €14.32 per hour on Sunday will apply with a varied number of hours per week based on a roster system 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 facilities.

- Applicants will only be required to work on days the gallery is open to the public except during exhibition turnovers.
- Rostered days and hours, including start and finish times, will be determined by management.
- The successful candidate will work in a variety of environments including the gallery reception (mostly), in the company office, in the artists' studios/community space at Abbey Road, in education/multifunction rooms and occasionally off-site.
- Physical demands of the role include standing, walking, delivering guided tours, delivering workshops, art handling and carrying objects.
- Applicants must be flexible with both their time and approach to work and be comfortable working across three distinct venues carrying out a variety of tasks.
- Full terms and conditions will be provided with a contract at the time of appointment.

QUALIFICATIONS

1. Character

Candidates shall 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.

Education/Experience

Essential

- A minimum of 1 year (part-time/full-time) in a customer services role.
- A minimum of 1 year (part-time/full-time) in a cash handling role with till operations (arts/hospitality/tourism/retail).
- Be at least in the process of obtaining a third level qualification in art/cultural tourism or related subject.
- Good computer skills – Microsoft Word, Excel, PowerPoint, Outlook etc.
- Highly organised and efficient worker
- Passionate about visual art and cultural heritage
- A good basic knowledge of Luan Gallery
- The ability to provide on-site orientation information to visitors, conduct guided introductions and overviews of exhibitions in situ.
- Excellent interpersonal and communication skills
- Flexibility and a willingness to learn new skills.
- The capacity to interact effectively with people from different backgrounds, communities, traditions, sectors, and groups.
- The capacity to work on own initiative and to contribute well in a team-based environment
- Fluency in English (verbal and written)
- Ability to work to deadlines.

Desirable

- Past Gallery/Museum experience
- Third Level Art/Cultural Tourism Qualification
- Familiarity with Irish galleries
- Experience working with schools and/or community organisations
- The capacity to give guided tours to visitors and groups.
- Good copywriting skills
- A good basic knowledge of Athlone and the Midland's art and heritage offerings, in particular the attractions and facilities associated with Athlone Arts & Tourism.
- The capacity to assist in developing and/or delivering education or cultural programmes/

- events to a variety of groups (children, older people, families, etc.)
- Experience and understanding of social media.
- Experience in working/volunteering at events.

3. Age:

Candidates shall be under the age of 65 years at the date of employment. Any candidate who reaches the age of 65 years prior to employment will cease to be eligible for employment on the result of the competition.

RECRUITMENT

- Selection shall be by means of a competition based on an interview conducted by a board on behalf of Athlone Arts & Tourism Ltd.
- Shortlisting 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 late **February 2024**.
- 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 travel expenses, candidates may incur in connection with their candidature.
- 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 three weeks 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 will 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 panel shall expire in **January 2025**.
- Appointment will be subject to the receipt of satisfactory references.
- ***Basis for Processing your Personal Information: the basis for processing your personal data 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

Applicants are to send a current Curriculum Vitae and cover letter (including 2 named references) outlining their specific experience related to the role description no later than **Monday, 19th February 2024.**

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

Or

By email to: AatRecruit@westmeathcoco.ie

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

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 the application will be sent. Shortlisted candidates must be available to attend an interview, which will be held in late **February 2024.**

Please note canvassing will disqualify.