



Vacancy

SAINT PATRICK'S CATHEDRAL, DUBLIN

Welcome Desk Supervisor

Saint Patrick's Cathedral has been at the centre of our history and culture for over 800 years. Dating from the 13th Century and built in honour of Ireland's patron saint, Saint Patrick's is the national Cathedral of the Church of Ireland and is also one of Ireland's most popular tourist attractions. With over 500,000 visitors each year it is the third most visited admission-charging tourist attraction in Dublin city.

As well as its primary purpose as an ancient and living place of worship – Saint Patrick's is open to people as an architectural and historical site and is one of Ireland's busiest tourist attractions with approximately 500,000 visitors per annum. The Cathedral is also popular as a venue for concerts, graduation ceremonies and other events.

We currently have a vacancy for a Welcome Desk Supervisor. This is a full time and permanent post (after successful period of probation). The role will be worked on a shift basis (minimum five days over seven roster) between the hours of 08.30 and 19.30.

MAIN DUTIES & RESPONSIBILITIES

- Ensure that the Cathedral tourist operation runs efficiently and effectively;
- Support staff recruitment, training and induction.
- Provide direction to staff in their day-to-day duties including allocation of tasks, rostering of work breaks etc.
- Ensure that all Cathedral tourists, visitors and worshippers receive a warm and professional welcome.
- Oversee that Cathedral cash, credit card and other payment processes are handled in accordance with Cathedral policies and procedures.
- Ensure that all tours are delivered in a timely and professional manner.
- Attend training courses and meetings as directed by Cathedral Management.
- Other ah-hoc duties as directed by Cathedral Management

CANDIDATE REQUIREMENTS

Essential

- Excellent Organisational skills
- One to two years' relevant work experience
- Aptitude for people management
- Excellent Customer Service skills
- Ability to stay calm under pressure

Desirable

- Previous people management experience
- Experience in working in a built heritage environment

To apply, please send your CV with covering letter to humanresources@stpatrickscathedral.ie before close of business on Friday 15th September 2017.