



Welcome Desk Assistant 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. The Cathedral is one of the top admission-charging tourist attraction in Dublin city and is also popular as a venue for concerts, graduation ceremonies, and other events.

We now have a vacancy for a Welcome desk assistant Supervisor to assist an existing team to assist the efficient and effective running of the Welcome desk.

This is a full time position. The role will be worked on a shift basis (minimum five days over seven roster)

MAIN DUTIES & RESPONSIBILITIES

- Ensure that the Cathedral tourist operation runs efficiently and effectively;
- Support the team with staff on-boarding & training.
- Provide direction to staff in their day-to-day duties including allocation of tasks, and assisting with the rostering of work breaks etc.
- Ensure that all Cathedral tourists, visitors and worshippers receive a warm and professional welcome.
- Ensure 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 ad-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 Barbara at humanresources@stpatrickscathedral.ie before close of business on **31st July 2026**.