

Open Call for Panel of Tour Guides

Dublin City Council Culture Company is seeking to add to our panel of tour guides for *14 Henrietta Street, Richmond Barracks* and our engagement programmes.

Closing date for applications: Monday 10 August 2020

About this call

Dublin City Council Culture Company are looking for warm individuals who have a passion for storytelling and culture, who can bring history and stories to life, to work with us to build and enrich the visitor experience at a number of sites across the city.

We are seeking to recruit additional members to our panel of tour guides. We currently run and operate tours at *14 Henrietta Street* and *Richmond Barracks*, and facilitate cultural events, discussions and projects across a range of engagement programmes.

The panel will consist of part-time paid-positions and function across both sites and our wider engagement programmes. The ideal candidates will come from a diverse range of backgrounds in terms of their academic, professional and life experiences. All will share a love of Dublin city, community, and history.

Through *14 Henrietta Street* and *Richmond Barracks* our visitor experience teams aims are to:

Share and tell stories by retelling the story of the lives of the people.

Engage and make connections by listening and talking with visitors, citizens, historians, local residents, former residents and their families.

Discover and uncover history by continuing to learn from the memories and knowledge of others.

If you like the idea of helping our visitors to feel a sense of connection with the stories of Dublin, we want to hear from you. Come join our team, the details of how to apply are included below.

Read more about our work at:

www.14henriettastreet.ie

www.richmondbrarracks.ie

www.dublincitycouncilculturecompany.ie

About the role

Tour guide

This role is part-time and paid. Shifts are 4, 6 or 8 hours long. A weekly roster system is in place and each member of the panel is offered hours depending on how busy the tour schedule is, monthly in advance. Shifts may extend beyond standard office opening hours for private events or evening programming.

The ideal candidate will be a warm and natural storyteller who can help us bring to life the stories of the people who passed through our buildings, and should demonstrate a strong interest, knowledge, or expertise in relevant subjects such as social history, conservation, heritage, community development, arts and culture.

We would be interested to hear from anyone who can demonstrate the necessary interest, skills and experience as per the requirements detailed below. We encourage applications from individuals from varied and diverse backgrounds and experience.

Role requirements

The ideal person for this role will be able to demonstrate the following:

Essential

- A strong interest, knowledge, or expertise in relevant subjects such as social history, conservation, heritage, community development, arts and culture;
- Relevant experience of working in a customer-facing environment;
- Relevant experience and/or qualifications in tour guiding (or equivalent);
- Excellent communication, interpersonal and storytelling skills;
- An adaptable, open and confident personality;
- A willingness to be a team player and work flexibly.

Desirable

- A qualification in an arts or history related field is desirable;
- Experience of box office/ticketing systems;
- A good level of computer literacy.

The tour guide role includes

- Welcoming visitors;
- Conducting guided tours, walking tours and other tours;
- Hosting and facilitating engagement events and talks;
- Checking in visitors and administering admission tickets;
- Handling retail and on site ticket sales;
- Operating audio visual or other appropriate equipment to support tours or events;

- Assisting the team in preparing for and facilitating events in our buildings, both during and outside of opening hours;
- Ensuring that any rules for visitors are observed and being responsible for your own and visitor security and safety at the site;
- Additional light administrative duties as required;
- Keeping the reception area and other site facilities clean and tidy.

Important contracting details

- Tour guides will be appointed to the panel and contracted via a Contract for Service;
- Appointment to the panel is for a maximum period of two years - at which point panelists may be free to apply again should such an opportunity arise;
- The maximum value of a single or combination of Contract for Service offered to anyone on the panel for any given 12 month period will not exceed €24,000 ex VAT;
- No contract will be issued without proof of tax clearance, and/or VAT registration number where applicable;
- The award of a Contract for Service for any project does not confer exclusivity on the successful panelists unless expressly stated;
- Garda vetting is mandatory for successful applicants, and you must be cleared by the National Vetting Bureau before the work can commence.

How to apply

Applications must include the following:

- Applications should include a full CV and a cover letter, outlining why you are suitable for this role, describing how your skills, knowledge and experience match the role and person specification;
- A full CV.

Application details:

Completed applications should be sent by email only to recruitment@dublincitycouncilculturecompany.ie with "Tour Guide Panel" in the subject line. Queries can also be addressed by email to the same email address.

Applications received after the closing date and time will not be accepted.

Closing date for this application is Monday 10 August 2020.

The information supplied in your application will be reviewed against the requirements sent out in this notice by a panel to shortlist applicants and call people for an interview.

Interviews will be held during the week beginning 17 August 2020. Dublin City Council Culture Company reserves the right to short-list candidates for interview.

Panel appointments will be communicated no later than 27 August 2020.

Garda vetting is mandatory for successful applicants, and you must be cleared by the National Vetting Bureau before the work can commence. The successful applicant will also be required to attend Child Protection and Disability Equality Training. It will not be possible to provide application process feedback to unsuccessful applicants.

Please note that Dublin City Council Culture Company is committed to developing policies and practices ensuring that accessibility, Universal Design and reasonable accommodation for people with disabilities are taken into account. Dublin City Council Culture Company is an equal opportunity employer. [Please see our Equal Opportunities Policy here.](#)

Please note that both the museum at *14 Henrietta Street* and *Richmond Barracks* are Part M access compliant, and the offices of Dublin City Council Culture Company in both have limited physical access. Reasonable accommodation of access requirements will be made for successful applicants. [Please see our Universal Design and Accessibility Policy here.](#)

Interviews will take place in an accessible location. We are committed to respecting and protecting your privacy. We keep several kinds of personal data about our prospective employees so we can manage the recruitment process effectively and efficiently and meet our legal obligations. [Please see our Privacy Notice for Job Applicants here.](#)

About us

Dublin City Council Culture Company

Established in March 2018, Dublin City Council Culture Company runs cultural initiatives and buildings across the city for, and with, the people of Dublin.

Collaborating with citizens, communities, cultural organisations, businesses, and Dublin City Council itself, the company's work is focused on embedding cultural experiences and increasing cultural participation throughout Dublin's neighbourhoods. We connect people and communities through culture and conversation. When people feel connected to their local area they feel safer and stronger, and are healthier.

For more information, see [**www.dublincitycouncilculturecompany.ie**](http://www.dublincitycouncilculturecompany.ie)

In addition to its city-wide work, Dublin City Council Culture Company operates two cultural buildings: *14 Henrietta Street* (since it opened to the public in September 2018) and *Richmond Barracks* (since January 2020).

14 Henrietta Street

At *14 Henrietta Street* we offer a range of tours and programmes to which aim to:

- Share and tell stories by retelling the story of the lives of the people;
- Engage and make connections by listening and talking with visitors, citizens, historians, local residents, former residents and their families;
- Discover and uncover history by continuing to learn from the memories and knowledge of others. We want to bring to life the stories of the people who passed through the buildings, their changing circumstances, their experience of family life, of politics, and the impact of national and world affairs.

You can read more about *14 Henrietta Street* at www.14henriettastreet.ie

Richmond Barracks

At *Richmond Barracks* we offer a range of tours and programmes which aim to amplify it as a neighbourhood hub that celebrates the rich stories and experiences of the local community, past and present.

A venue of historical importance located within a vibrant community, the building will soon co-locate a library, workshops and cultural activities, along with a programme of historical tours and talks. By listening and engaging with visitors, makers, historians, local residents and their families, *Richmond Barracks* will continue to evolve as a community space, informed by the desires and interests of people in the area.

You can read more about *Richmond Barracks* at www.richmondbarracks.ie