

<b>Position</b>	<b>Experience Glasnevin Tour Guide – Dublin Cemeteries Trust</b>
<b>Reporting to</b>	Visitor Experience Supervisor
<b>Location (Prime)</b>	Experience Glasnevin Visitor Centre, Glasnevin Cemetery
<b>Dublin Cemeteries Trust</b>	Dublin Cemeteries Trust group is the leading provider of Burial and Cremation services in the greater Dublin area and manages a total of five Cemeteries and three Crematoria including an award-winning heritage site at Glasnevin, Ireland's National Cemetery
<b>Scope of Responsibility</b>	Responsible for providing day-to-day tours at Experience Glasnevin as well as maintaining consistent cover around the centre and forecourts. Supervision of visitors to the O'Connell Tower. In addition to daily historical tours, Experience Glasnevin offers seasonal and specialised tours in association with the annual programme of events at Glasnevin Cemetery.
<b>Hours of work/Grading</b>	<p>Permanent</p> <p>Minimum 12 hours per week (Part-Time), over a 7-day week, weekend and bank holiday availability</p> <p>Staff Grade: VSG1E</p>
<b>Key Areas of Responsibility</b>	<p><b>Day to Day Duties</b></p> <ul style="list-style-type: none"> <li>• Deliver excellent customer service to all visitors within the Cemetery</li> <li>• Deliver high standard of tours ensuring that you are using the approved materials for each tour</li> <li>• Research and assist in the delivery of all themed tours</li> <li>• Ensure that there is a consistent helpful presence in the cemetery and forecourts</li> <li>• Accompany visitors to the O'Connell Tower Climb ensuring safety protocols are followed at all times</li> <li>• Assist with ticket sales, retail duties and enquires</li> </ul> <p><b>Facilities</b></p> <ul style="list-style-type: none"> <li>• Ensure full compliance with the day-to-day health &amp; safety and fire control procedures and that all records and documentation is up to date</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Adhere to the Dublin Cemeteries Trust Customer Care Policy ensuring that a professional, sensitive and caring approach is maintained in relation to the range of services provided.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Attend meetings as required</li> </ul>

Position	Experience Glasnevin Tour Guide – Dublin Cemeteries Trust
	<ul style="list-style-type: none"> <li>• Attend trainings as required</li> <li>• Ensure effective communications with the Visitor Experience Manager, Historian, Education &amp; Heritage Liaison</li> <li>• Carry out all duties with due regard for all Dublin Cemeteries Trust Policies and Procedures</li> <li>• Our vision, mission and values are the heart of everything we do – it is your duty to the Trust, our customers and your team that you are leading by example through these.</li> </ul> <p><b>Flexibility</b> We all aim to be flexible in our role and adaptability is very much part of the ethos of Experience Glasnevin. You may be asked to perform other duties which are not included above but which are relevant to your area of work. In addition, you may be asked to assist colleagues in other areas of the Trust from time to time. Because of technological advancement, regulatory changes and sectoral developments, the workplace will continue to change over time, with new systems and new work practices introduced as needed. Your duties will evolve over time as the needs of the organisation and the environment in which it is operating develop. In addition, your duties may evolve in line with your own development in your role.</p> <p>The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.</p> <p><b>The overall focus of this role is to ensure we are providing an exceptional visitor experience.</b></p> <p><b>Work duties may develop and change over time as the needs of the organisation change. The above role description is not exhaustive.</b></p>
Person Criteria	<ul style="list-style-type: none"> <li>• Qualification or working towards a qualification in Irish History, politics or relevant discipline (<b>essential</b>)</li> <li>• Previous experience of delivering tours preferably of a historical nature</li> <li>• Qualification in Tour Guiding ideal but not essential</li> <li>• A strong knowledge of/passion for Irish history (1916, Civil War, War of Independence) and Irish heritage.</li> <li>• A 'People Person'- Patient, outgoing, independent, with initiative, reliable, punctual, personable</li> <li>• Excellent customer service &amp; communication skills</li> </ul>