



Job Description

Centre Manager, with marketing and event management.

Overview

The Cool Planet Experience is the first public visitor centre on climate change in Ireland. It will be located in Powerscourt Estate in County Wicklow. The 'CPE' is driven by the vision to educate, engage and inspire the public through an interactive experience on the impact of global warming. The CPE has been developed through partnerships with industry, academia and the environmental and energy sector. Our founding funders are NTR Foundation, Crowley Carbon, Vodafone, Calor, ESB, Siemens Ireland and Powerscourt Estate.

CPE is seeking an imaginative, well organised and enthusiastic Centre Manager who will be responsible for ensuring the smooth day to day running of CPE and related building duties. They will also be responsible for marketing the CPE and for event management and coordination. The CPE is scheduled to open in January 2018.

Description

We are looking for someone who will work closely with the newly formed CPE team and has experience in running a visitor experience, preferably has worked with large groups of children. The right person for this role must have a positive attitude, be able to work under their own initiative, be able to focus on the bigger picture but with an acute eye for detail, be willing to take on whatever tasks are required to ensure that the CPE runs smoothly and that visitors have a positive experience. This is a role for someone who is happy juggling multiple and varied tasks. Above all, they must have a positive attitude, be able to deliver excellent customer, and works to a fluid and entrepreneurial culture.

Responsibilities

1. Providing leadership across all aspects of the centre
2. Ensuring that the highest level of customer service is delivered at all times by all staff
3. Hiring and training CPE reception staff.
4. Lead on the marketing, advertising, event management and sales for the CPE
5. Ensure that the building is fit for purpose and is in working order at all times.
6. Budgeting, managing cash and other financial management
7. Ensuring compliance with health, safety and legal requirements.

General Duties:

Staff

1. Responsible for hiring and managing reception staff, induction to role, ensuring staff are trained on customer services, oversee all health and safety policies and implementation, rostering and scheduling of staff to ensure that CPE HR requirements are met
2. Ensure that appropriate number of staff are in the building to deliver the appropriate service.



3. Manage all staff HR issues
4. Ensure that all the required policies and procedures are in place and that staff are well briefed. Develop policies and procedures where necessary.
5. Ensure staff are pleasant & polite meeting and dealing with visitors, school groups, VIPs, journalists, tour guide and familiarization groups and key people in connection with CPE and Powerscourt

Marketing

1. Lead on the promotion and marketing of CPE to include PR, media, sales and social media
2. Work closely with the Engagement Manager to support marketing to schools on workshops and tours
3. Ensure that all staff are contributing to the CPE's social media outputs including the Centre's website, Facebook, Twitter, YouTube and other such pages

Operations

1. Conduct an initial risk/mitigation review on commencing role. Review on an annual basis and ensure that all the appropriate steps are taken to protect the CPE and its staff and visitors
2. Dealing with members of the public and any enquiries or difficulties they may have.
3. Selling and taking bookings via the online booking platform or via phone for school groups, and ensuring that the appropriate arrival, what to bring information is clearly communicated with the customer.
4. Selling individual admission tickets at the correct rates. (Adult, OAP/Student, Child).
5. Selling merchandise from the small concession shop.
6. Dealing with groups, especially children and ensuring that they are handled speedily and directed to the appropriate area so as to avoid congestion and confusion.
7. Assisting when needed, large groups on ensuring they are in the correct location as required (i.e. workshop, experience or outdoors)
8. Looking after disabled visitors and visitors with special needs.
9. Checking Exhibition, toilets and common areas each morning and doing regular checks throughout the day, and carrying out cleaning as necessary.
10. Reconciling daily cash-ups and banking procedures
11. Pursue funding opportunities and collaborations so as to sustain and develop activities and reach new audiences.
12. Establish and maintain relationships with third parties/vendors
13. Identify opportunities for external relationships and collaboration

Requirements

1. Proven experience in people management and organizing work schedules
2. Excellent customer service skills
3. Proven marketing and sale experience, especially with social media
4. Excellent external and internal communication skills, both verbal and written
5. Demonstrable skills in negotiation and relationship management
6. Solid organizational skills including attention to detail, ability to multi-task to deadlines
7. A self-starter who is motivated and innovative, able to work on own initiative and excellent ability to work constructively as part of a diverse team.



8. Flexible, friendly and good with people especially children
9. A full clean drivers license as some travel maybe required
10. Fluent English (spoken and written) is essential.

Desirable

1. Experience in setting up other visitor attractions
2. Science communication background
3. Eye for design

Please note this role will involve unsocial hours including evenings, weekends and public holidays.