

# shannon HERITAGE

<p style="text-align: center;"><b>Shannon Heritage</b> <b>Duty Operations Manager</b> <b>(Permanent Fulltime)</b></p>
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## **Job Description**

This Job Description details the day to day established activities of the Duty Operations Manager

## **Reports to: Operations Manager**

## **Main Tasks, Duties and Responsibilities**

- Operational Management (including responsibility for opening and closing) of Shannon Heritage Visitor Attractions including Bunratty Castle & Folk Parke.
- Supervise, motivate, and develop the skills of all operational staff.
- Supervise and actively manage staff including the performance management of Operational staff.
- Be fully aware of the site facilities, special activities, and promotions relevant to the Folk Park always.
- To ensure visitor needs are anticipated and satisfied to a high standard.
- To promote and provide a helpful and professional image to visitors.
- Provide direction to employees on operational and procedural issues using the SOPs as a guide/Develop/Review SOP's where necessary.
- Use of the Clockwise system, daily checking anomalies, updating records, ensuring all documentation is completed and uploaded.
- Help in the preparation of rosters and arranging additional cover as required.
- Training needs analysis, training planning, induction, and training delivery for supervisors and staff.
- Liaison with tenant companies/suppliers/contractors on an operational basis.
- Management of health and safety on site for both staff and visitors.
- Crisis Management including but not limited to: evacuation; hazardous weather; first aid incidents; theft, burglary, 'pick pocketing', assault or dangerous behaviour.
- Line Management responsibility for designated employees.
- Overall service delivery, ensuring that a world class visitor experience is delivered to all, actively managing staff to ensure highest standards are met.
- Ensure that daily checks and recording are completed including duty log, toilets, carpark, kiosks, coin supply, cash lifts, the castle, exhibitions, cleaning/litter, and other critical systems.
- Ensure that weekly/monthly – maintenance, purchasing, payroll, deliveries, supplier checks, system logs, and all other agreed metrics and checks are as required by the operation.

## **Main Tasks, Duties & Responsibilities (continued)**

- Monitor, operate, and troubleshoot business critical systems as required including the folk park ticket admission system; exhibition systems; PC Network and Internet connections, safety & security systems including fire alarm, card access, intruder alarm, CCTV; Building Management System and all other systems as required.
- Ensure compliance with all company procedures including cash handling and sign off procedures.
- Follow all Health and Safety regulation as per Health & Safety Statement.
- Assist with Health and Safety precautions for visitors as per Health & Safety Statement.

# shannon HERITAGE

- Provide excellent customer/visitor service to all customers internal and external of the Bunratty Castle and Folk Park.
- Maintain/Record daily event log and act as main point of escalation for any employee, tenant, supplier, or visitor issues that may arise.
- Deal with any capacity management issue including but not limited to closure of main car park, using overflow carpark, management of coach park and visitor management on site.
- Work in any area of the site as required.
- Project management as assigned by your manager i.e., Health & Safety, Recruitment & Selection, Procurement, Green initiatives, I.T. Support, or any other project.
- Take an active role in management meetings as required and represent Bunratty Castle and Folk Park at external meetings.
- Provide input into strategic planning, budgeting, marketing, financial management as requested by senior management.
- Develop initiatives to enhance the overall visitor experience including new product/event development.
- Preparation of roster and arranging additional cover as required including management and administration of annual leave and rostered off requests.
- Assisting in onsite marketing and promotions.
- Seek visitor feedback and react to same by liaising with Guest Relations.
- Assisting with show arounds, planning and delivery of special events and filming.
- Review, renewal and upgrades to onsite interpretation and exhibition.
- Create and deliver educational content (onsite and offsite).
- Co-ordination of special interest groups such as geology, heritage, environmental etc.
- Organising and monitoring scheduled, preventative, and reactive maintenance.
- Conduct/co-ordinate periodic inspections of site facilities and equipment.
- Oversee facility refurbishment and renovations as required.
- Monitor performance, maintenance, and upgrades Site Security Systems.
- Participate in outreach activities to support Clare County Council associated tourist attractions and services as required.
- Any other duties as assigned by management.

## **Requirements/Essential Skills and Attributes**

- Proven track record in supervisory and leadership skills in operations.
- Flexibility and a strong problem-solving approach to issues.
- Ability to demonstrate a high level of teamwork & motivation skills.
- Excellent customer services skills.
- Proven organisational skills & experience in multi-tasking.
- Ability to demonstrate a strong mechanical knowledge of visitor centre operation and maintenance.
- PC literate and good keyboard skills and Microsoft Office proficient.
- Hotel background preferred

## **Desirable Experience**

- Experience in tourism services or visitor attraction.
- Project management experience
- Familiarity with any or all the following systems would be an advantage, if not training will be provided:
  - Oracle
  - Clockwise

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- Gama

## **Additional Information**

- Applicants should have a full, clean driving licence.
- The duties will primarily be performed onsite at the Bunratty Castle and Folk Park, Craggaunowen, Knappogue Co. Clare, or any other place of business as designated by Management, during operating hours of the sites. Occasional work off site may be required.
- The post will be operational on seven days a week basis according to a bi-weekly/monthly published roster in advance with extended hours at certain times according to seasonal business requirements. Hours of operation will vary seasonally.

**Applications in the form of a current CV should be sent to [hr@shannonheritage.com](mailto:hr@shannonheritage.com)** Closing Date:  
13<sup>th</sup> September 2024 at 17:00