

# THE DOCK

## Communities Officer

Location: The Dock, Carrick-on-Shannon, County Leitrim

Contract: 1 year fixed term, 21 hours/week

Pay: €18,000

Reporting to the General Manager

## About The Dock

The Dock is Leitrim's flagship arts centre, housed in a landmark, riverside venue in Carrick-on-Shannon, Ireland. Built in 1828 as a Courthouse, The Dock is a significant heritage building which was restored by Leitrim County Council and reopened in 2005 as an award-winning arts centre. Facilities include three galleries, a performance space, community meeting spaces, and artists' studios. We present an artistic programme that spans dance, music, theatre, visual arts and more. We host and deliver socially-engaged activities and projects that provide opportunities to connect artists and communities in a meaningful way.

## About the Role

The Communities Officer plays a vital role in connecting The Dock with the local community and ensuring excellent visitor experiences. Working three days per week, the Communities Officer will manage community room bookings, coordinate communications with building users and stakeholders, and provide front-of-house support for events. This role combines administrative coordination with hands-on customer service, supporting The Dock's mission to provide meaningful opportunities for artists and communities to connect.

## Equality, Diversity and Inclusion (EDI)

The Dock is committed to being an equal opportunities employer and to doing the work to ensure the future of the arts is more equal, equitable and representative of Irish society. We are particularly interested in applicants who are currently underrepresented within our team and sector; this includes but is not exclusive to people with Asian, Black, and ethnically diverse heritage, from the LGBTQIA+ community, and/or from working class background.

## Key Responsibilities

### Communities Programme Support

- Liaise with General Manager and Venue Manager on bookings
- Assist community groups with bookings and queries

# THE DOCK

- Assist with the set-up and breakdown of rooms for community use
- Conduct regular checks to ensure a clean and safe environment
- Ensure clear signage and communication for room users
- Support coordination between community users and Dock staff
- Maintain booking systems and ensure accurate scheduling

## Front of House

- Liaise with Events Manager on Front of House duties
- Prepare Front of House for events
- Prepare and supervise facilities for visitors
- Assist with events in the Performance Space including ticket-check and ushering

## Visitor Experience

- Promote a safe and welcoming environment for visitors
- Assist visitors with special requests
- Answer questions and queries about The Dock
- Be fully informed and proactive in the marketing of events

## General

- Read and abide by The Dock's policies and procedures
- Undertake Safe to Create and other training as required
- Maintain accurate records and documentation related to community bookings
- Other duties may be reasonably requested by the Events Manager

## Person Specifications

### Essential

- Genuine interest and enthusiasm for the arts
- Excellent organisational and administrative skills
- Strong written and verbal communication skills
- Excellent time management and ability to prioritise multiple tasks
- Positive and courteous approach to customer service
- Ability to work independently and as part of a team
- Proficiency with booking systems and digital communication tools
- Flexibility to work some evenings and weekends as required

# THE DOCK

## Desirable

- Prior experience in community coordination or facility management
- Experience in the customer-service industry
- Experience of ticketing systems
- Knowledge of the local arts and community sector in Leitrim

The successful candidate should ideally live local to Carrick-on-Shannon. Please apply for the role of Communities Officer by sending a CV with the name and contact for two referees and letter of application outlining your experience and suitability for the role to [mary.conlon@leitrimcoco.ie](mailto:mary.conlon@leitrimcoco.ie) by Friday 19 June at 9am. Late and incomplete submissions will not be processed.

ENDS.