

Events Assistant

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

Contract: Casual (Evenings and weekends)

Pay: €15/hour

Reporting to the Events 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 Dock seeks an Events Assistant with a friendly attitude and a high standard of customer service to join the team. The Events Assistant will work closely with the Events Manager assisting with box office and front of house duties, looking after bookings and hires, supporting our communities programme, and ensuring an excellent visitor experience.

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

- Front of House and Box Office
 - Prepare Front of House for events
 - Prepare and supervise facilities for artists and visitors
 - Assist with events in the Performance Space
 - Be a public point of contact for visitors
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- **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
- **Communities Programme**
Assist community groups with bookings and queries
Assist with the set-up and breakdown of rooms for community use
Conduct regular checks to ensure a clean and safe environment
- **General**
Read and abide by The Dock's policies and procedures
Undertake Safe to Create and other training as required
Other duties may be reasonably requested by the Events Manager

Person specifications

- **Essential**

Genuine interest and enthusiasm for the arts
Excellent time management
Positive and courteous verbal and written communications
Ability to work in a busy environment
Available to work evenings and weekends

- **Desirable**

Prior experience in the customer-service industry
Prior experience of ticketing systems

Applicants should be 18+ years old and ideally live local to Carrick-on-Shannon. Please apply for the role of Events Assistant by sending a cover letter and CV to thedockartscentre@gmail.com by 10am on Monday 9 September.
