

CALL FOR PANEL OF TOUR GUIDES (14 HENRIETTA STREET)

Closing date for applications is Wednesday 26th June 2019

Dublin City Council Culture Company are looking for warm individuals who have a passion for storytelling and culture, who can bring the memories of 14 Henrietta Street to life, and can work with us to build and enrich the museum story over time.

We are seeking to recruit additional members to a panel of part-time paid-position tour guides to join our museum team at *14 Henrietta Street*. Ideal candidates will come from a diverse range of backgrounds in terms of their academic, professional and life experiences. All will share a love of Dublin city, community, and history.

If you like the idea of helping our visitors to feel a sense of ownership and connection with the stories of *14 Henrietta street*, we want to hear from you.

About 14 Henrietta Street

Set in a Georgian townhouse, *14 Henrietta Street* tells the story of the building's shifting fortunes, from family home and powerbase to courthouse; from barracks to its final incarnation as a tenement house. Built as a townhouse for the elite of Dublin, 14 Henrietta Street was turned into tenements in the 1880s, with some 100 people living there by 1911. It remained a tenement house until the last families left in the 1970s.

Through video and storytelling, the visitor experience at 14 Henrietta Street tells the story of the lives of the people who lived there, and how social change impacted on them over time. People can experience 14 Henrietta Street through pre-bookable guided tours, which run hourly from 10am to 4pm Wednesday to Saturday and from 12 noon to 4pm on Sundays.

Aims of 14 Henrietta Street

➤ Share – We tell stories

By retelling the story of the lives of the people of 14 Henrietta Street and those that experienced tenement life in Dublin.

➤ Engage – We make connections

By listening and talking, we make connections with visitors, citizens, historians, local residents, former residents and their families. Sharing the experience of [14 Henrietta Street](#) and its stories, and continuing to learn from the memories and knowledge of others.

➤ Discover – We uncover history

By continuing to research the house and its occupants, collecting the living memories of former tenement residents, creating a record of the urban and social history of our city.

You can read more about 14 Henrietta Street at www.14henriettastreet.ie

Role Specification

This role is part-time and paid. Shifts are 4, 6 or 8 hours long. A weekly roster system is in place and each member of the panel is offered hours depending on how busy the tour schedule is. Shifts may extend beyond museum opening hours for private events or evening programming.

- Welcoming visitors to 14 Henrietta Street
- Conducting guided tours of 14 Henrietta Street as per your training
- Facilitating visitors' experience by telling stories related to 14 Henrietta Street and encouraging visitors to share their stories.
- Checking in visitors and administering admission tickets
- Handling retail and on site ticket sales
- Operating audio visual or other appropriate equipment to support tours or events
- Assisting the team in preparing for and facilitating events in the museum, both during and outside of museum opening hours
- Ensuring that any rules for visitors are observed and being responsible for your own and visitor security and safety at the site
- Additional light administrative duties as required
- Keeping reception area and other site facilities clean and tidy

Person Specification

The ideal person for this role will have:

- A demonstrable interest, knowledge, or expertise in relevant subjects such as social history, conservation, heritage, community development, arts and culture
- Relevant experience of working in a customer-facing environment
- Relevant experience and qualifications in tour guiding (or equivalent)
- Excellent communication, interpersonal and storytelling skills
- An adaptable, open and confident personality
- A willingness to be a team player and work flexibly
- A qualification in an arts or history related field is desirable

How to apply

Applications should include a full CV and a cover letter, outlining why you are suitable for this role and describe how your skills, knowledge and experience match the role and person specification.

Completed applications should be sent by email only to recruitment@dublincitycouncilculturecoimpany.ie with "14HS Guide Application" in the subject line. Applications received after the closing date and time will not be accepted.

CLOSING DATE FOR THIS APPLICATION IS WEDNESDAY 26TH JUNE 2019

Shortlisted applicants will be notified by Tuesday 2nd July 2019.

Shortlisted applicants will need to be available to attend interviews at 14 Henrietta Street on Monday 8th July or Tuesday 9th July.

Garda vetting is mandatory for successful applicants, and you must be cleared by the National Vetting Bureau before we can provide shifts.

Successful applicants will also be offered Child Protection and Disability Equality Training.

It will not be possible to provide application process feedback to unsuccessful applicants.

Please note that Dublin City Council Culture Company is committed to developing policies and practices ensuring that accessibility, Universal Design and reasonable accommodation for people with disabilities are taken into account.

Dublin City Council Culture Company is an equal opportunity employer. [For more information on our Equal Opportunities Policy, please see here.](#)

Please note that 14 Henrietta Street the museum is Part M access compliant, and the offices of Dublin City Council Culture Company have limited physical access. Reasonable accommodation of access requirements will be made for successful applicants.

Interviews will take place in an accessible location. We are committed to respecting and protecting your privacy. We keep several kinds of personal data about our prospective employees so we can manage the recruitment process effectively and efficiently and meet our legal obligations. [For more information please see our Privacy Notice for Job Applicants here.](#)

More about Dublin City Council Culture Company

14 Henrietta Street is owned and conserved by Dublin City Council and is operated by Dublin City Council Culture Company.

Established in March 2018, Dublin City Council Culture Company runs cultural initiatives and buildings across the city for, and with, the people of Dublin. Collaborating with citizens, communities, cultural organisations, businesses, and Dublin City Council itself, the company's work is focused on embedding cultural experiences and increasing cultural participation throughout Dublin's neighbourhoods.

Our vision is for a Dublin where culture connects everyone and everything. Our mission is connecting people through culture and conversation, to generate experiences, to ignite imaginations and to inspire action. Current programmes include The National Neighbourhood, Culture Club, and visitor attraction 14 Henrietta Street.

For more information, see www.dublincitycouncilculturecompany.ie

The values of Dublin City Council Culture Company

- Participation & Engagement – because it makes culture 'real', it activates and empowers people (using their imagination and creativity), it connects people together.
- Partnership – to act as a catalyst, bringing different people and organisations together to grow knowledge, empathy, understanding... and respect.

- Relevance – we aim to embed culture in everyday life because culture is central to human development and central to Dublin’s quality of life. We work on themes sourced through engagement.
- Quality – we access and use skills, experience, and knowledge to build impact, sustainability and quality into every project.

You can read more about Dublin City Council Culture Company’s vision, mission and values at www.dublincitycouncilculturecompany.ie