

Administrative Assistant

The National Gallery of Ireland ('the Gallery') is Ireland's major national cultural institution devoted to the collection and care of fine art. Comprising some 16,000 paintings, drawings, watercolours, miniatures, prints, sculpture and decorative arts, the institution's extensive holdings include masterpieces by many of the most celebrated figures in the history of western European art. In addition, the Gallery houses the most representative collection of historic Irish art. The Friends of the National Gallery of Ireland, which is limited by guarantee, was established to support the activities of the Gallery by recruiting members to encourage an appreciation of painting, sculpture and architecture. It is a self-funding organisation with charitable status committed to promoting the Gallery and its collections and to expanding awareness and appreciation of the visual arts through a range of educational and social events. Members play an important role in supporting the Gallery in various aspects of its work and can avail of a number of benefits related to membership.

The Friends of the National Gallery of Ireland organisation wishes to recruit an **Administrative Assistant**. Reporting to the Manager of Friends of the National Gallery, the successful candidate will:

- Deliver excellent customer service to members, both front of house and by phone/email
- Provide quality information to members by phone or at the Friends' desk
- Process memberships, renewals and bookings (in conjunction with Friends team)
- Maintain the database (in conjunction with Friends team)
- Deal with queries from members relating to events
- Assist with attracting new members and promoting the Friends of the National Gallery of Ireland. This will include working at promotional evening or weekend events
- Oversee the Members' room(s) by ensuring it is serviced and cleaned up on a daily basis
- Liaise with volunteers (in conjunction with Friends team)
- Create online events on Ticketsolve (the ticketing system used for events)
- Monitor online sales and update Ticketsolve with new members' data
- Liaise with the membership card company
- Ensure promotional material is stocked at desks, lecture theatre, reception
- Assist with the dissemination of the Friends quarterly events guide
- Assist on other Friends projects
- Complete other related duties as and when required

The successful candidate will have:

- Awareness of the Gallery's collection and exhibition programmes
- A relevant third level qualification in Arts / Business
- A knowledge of and interest in the Friends of the National Gallery of Ireland and a knowledge of membership organisations
- An interest in working for an arts and heritage cultural institution
- Previous work experience in a Museum / Gallery is desirable

- Exceptional interpersonal and communication skills coupled with a professional, polite and courteous manner when dealing with staff, volunteers and members
- An energy, enthusiasm and a willingness to contribute effectively to a membership organisation that is part of a large Gallery
- An ability to work on own initiative and as part of a team with minimal supervision
- An adaptable and flexible attitude to work coupled with an ability to work under pressure and reprioritise workload (as required)
- Exceptional accuracy and attention to detail coupled with a methodical and organised approach to office administration
- A positive and proactive approach to work
- Excellent IT skills, with a good general practical knowledge of MS packages and information management systems. Experience of using a box office system is advantageous

Note: This job description is a guide to broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. The job description may be subject to review in the view of new structures and / or the changing needs of the Gallery. All employees are required to be compliant with NGI screening, security and Garda vetting procedures.

Salary: €22,000 per annum pro rata.

Hours of work: Full time (37 Hours per week) Regular weekend work is required

Duration: 1 year fixed-term contract

Closing date for receipt of applications: 4pm on Monday 27th November 2017

Interview dates: Interviews will commence the week of 4th December 2017

How to apply: Interested applicants should send a cover letter and curriculum vitae (in MS Word only) in strictest confidence to the Ms Michelle Serviss, HR Partner, National Gallery of Ireland, Merrion Square West, Dublin 2 or alternatively via email to jobopportunities@ngi.ie. References (contact details) must be available upon request. Please state **Administrative Assistant - Friends of National Gallery of Ireland** on application.

The National Gallery of Ireland is an equal opportunities employer.