

Facilities Officer
(Front of House Manager)
(Senior Clerk of Works)

National Museum of Ireland

INFORMATION BOOKLET

The **National Museum of Ireland (NMI)** is seeking applications from suitable candidates to fill the post of **Facilities Officer (Front of House Manager) (Senior Clerk of Works)** in the National Museum of Ireland. This is a full-time, permanent contract position and will be filled by open competitive interviews.

Job Title

Facilities Officer (Front of House Manager) (Senior Clerk of Works)

Location

The post-holder will be based in the National Museum of Ireland, Country Life, Turlough Park, Castlebar, Co. Mayo or any other National Museum of Ireland (NMI) site as may be designated from time to time by the Director for the performance of duties. The Facilities Officer, Irish Folklife Division may be required to travel to any of the Museum's sites.

Reporting to

The post-holder will report to the Head of Estates

Job Purpose

To Lead, Direct, Manage and support the Deputy Front of House Managers and Visitor and Security Officer teams in delivering visitor experience. Work with the Estates team and other NMI departments to progress and implement NMI projects, programs, policies and procedures.

Duties and Responsibilities

Duties and principal interactions

This role directs leads and manages a team of two Deputy Front of House Managers and Eight Visitor and Security Officers. The focus of this role is to develop the teams in terms of visitor experience delivery.

The role is central to the coordination and management of the activities at the location. Specifically, but not limited to, management of events (education and corporate), Facilities activity (health and safety, maintenance, security, and sustainability)

Working with the Deputy Front of House Managers and VSO teams:

- Ensure gallery/public spaces are staffed appropriately and operations are running smoothly
- Develop, source, implement training, and support programs for the front of house teams delivering visitor experience.

- Coach and support teams and team members
- Lead on the implementation of change initiatives in the Estates function.

Working with the wider Estates team (Facilities, Health and Safety, Purchasing, Security and Sustainability) to:

- Ensure staff are trained in the operation of health and safety, security and maintenance, equipment, systems and procedures.
- Advise relevant Estates personnel of business and operational issues as appropriate.
- Liaise with external service providers e.g. Office of Public Works, Mayo County Council as appropriate.

Working with other NMI departments to:

- Coordinate and manage on site activities
- Chair weekly cross-departmental communications at the site.
- Progress projects and events in NMI

Working with the line management team to:

- Contribute to the development of policy, procedures and best practice in area of visitor experience.

Systems and procedures

- Develop and implement staff rosters, schedules and systems.
- Oversee the operation of transaction management systems for example:
 - Ensure rosters/schedules are in place
 - Ensure staff are operating rosters/schedules
 - Ensure Annual Leave and Sick leave are recorded on the relevant systems e.g. NSSO.

Personal development

- Identify personal training and skills development requirements and engage with.

Personal Specification

Essential Requirements

- Experience in directing, leading and managing a team delivering visitor/customer services to a diverse range of customers with varied needs;
- Experience in developing and implementing rosters and work schedules;
- Experience of working effectively as a member of a team;
- Excellent communication skills both spoken and written;
- Experience in and ability to effectively manage difficult and challenging situations;
- Have a commitment to personal development and a willingness to undertake training and acquire new skills;
- Have a flexible approach to work;
- Be suitable on the grounds of character;
- Be fully competent and available to undertake the duties attached to the position;
- Hold ECDL certificate or equivalent.

Desirable (but not essential)

- Experience in managing visitor services in the cultural sector;
- Proficiency in the Irish Language

Selection Process

In the event that the number of applications received significantly exceeds that required to fill existing and anticipated future vacancies over the lifetime of the panel, the National Museum of Ireland may implement a shortlisting process to select a number of candidates to be invited to interview on the basis of the information contained in their application. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that, on this occasion, there are some candidates who are, on the basis of the information provided, better qualified, and /or have more relevant experience.

The National Museum of Ireland does not reimburse the cost of travel to interview.

Citizenship Requirements

Eligible Candidates must be:

- (a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway; or
- (b) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (c) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa: or
- (d) A person awarded international protection under the International Protection Act 2015, or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa: or
- (e) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Note in respect of UK citizens: The recently concluded EU/UK Brexit negotiations have confirmed that the longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria. Further information regarding the Common Travel Area is available [here](#).

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under the Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010):

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-

employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Collective Agreement: Redundancy Payments to Public Servants:

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Declaration: Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a public service pension benefit (in payment or preserved) from any other public service employment and/or where they have received a payment-in-lieu in respect of service in any public service employment.

APPLICATION INSTRUCTIONS

Applications are submitted on the vacancies section of the **National Museum of Ireland website**: <https://www.museum.ie/en-IE/About/Careers/Vacancies>

Applicants must submit the completed application form (Appendix 4), an up-to-date CV, and a cover letter. **We request that all three documents be combined and submitted in one single PDF.**

The application form must be completed in full and submitted in typescript. Handwritten applications and applications in the incorrect format type will not be accepted. Failure to do so will render the application incomplete, and the application will not be considered.

To commence the application process, visit our [Vacancies](#) page.

Steps to apply:

- Go to the Vacancies page and select the position you wish to apply for.
- Read the Information Booklet for full details of the position.
- The documents required for your application appear on this page as links.
- Click each document, which will open in a new window. Download/Save each document to your computer/device.
- Complete the documents required and combine them into **one single PDF** along with your CV and cover letter.
- When this is complete, return to the NMI website to finish the application process.
- Again, from the [Vacancies](#) page, find the position you wish to apply for.
- Click the **Apply Now** button.
- Complete the Form.
- Upload your single combined PDF.
- Complete the Captcha check and then click **Submit Your Application**.

Please provide a **valid, monitored email address**. The email address will be used to acknowledge receipt of the application and as the main form of contact to liaise with applicants.

Closing Date for Applications

**Applications must be received no later than 17:00
On Friday, 18th July 2025**

Please note that late applications will not be accepted. The date and time will be strictly adhered to, and therefore, the onus is on the applicant to ensure that the application is received before the deadline. **Canvassing will disqualify.**

Senior Clerk of Works

Principal conditions of service

Pay:

The salary scale for this position is as follows, Senior Clerk of Works PPC Scale (Public Service Agreement 2024-2026 – 01 March 2025 – Greater of 2% or €1000)

€53,987	€55,775	€57,600	€59,428	€61,289	€63,145	€64,581	€66,002
1	2	3	4	5		6	7

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

* After 3 years satisfactory service at the maximum

**After 6 years satisfactory service at the maximum

Starting Salary

Entry will be at the minimum of the scale - **€53,987** per annum, the 1st point on the Senior Clerk of Works PPC Scale (Public Service Agreement 2024-2026 – 01 March 2025 – Greater of 2% or €1000). The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

The appointment will be a contract of indefinite duration, subject to a probationary capacity for a period of **one year**. The appointment may be terminated at any time by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 and 1991.

Annual leave

Annual leave will be **26** working days a year, rising to 27 days a year after 5 years' service and 29 days a year after 10 years' service. This leave is on the basis of a Five-day week and is exclusive of the usual public holidays.

Hours of Attendance

Hours of attendance will be fixed from time to time in line with central agreements but will amount to not less than 43.25 gross hours per week (35 net hours per week). Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the civil service overtime regulations. Flexible working hours are available in line with the National Museum of Ireland's policy on flexible working hours.

You will agree to co-operate in assisting NMI to maintain accurate records of your working hours for the purpose of *Section 25 of the Organisation of Working Time Act, 1997*.

Duties

You will be required to perform any duties, which may be assigned to you from time to time as appropriate to the position. The position will be full time, and you will not be connected with any outside business, which would interfere with the performance of official duties. You agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.

General

The appointment is subject to the Civil Service Regulation Acts, 1956 to 1996, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the civil service. The appointee will be subject to the National Museum's policies in respect of Code of Standards and Behaviour.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the National Museum of Ireland at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

a. Pensionable Age

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

b. Retirement Age:

Scheme members must retire at the age of 70.

c. Pension Abatement

- If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
- If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act

2012 includes a provision, which extends abatement of pension for all Civil, and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**

- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under **Strands 1, 2 or 3** of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme **will immediately cease**. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **Ill-Health-Retirement.** Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

d. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.** In this case, such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition, there are implications in respect of pension accrual as outlined below:

e. Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other

Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**

f. Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009. For further information in relation to the Single Public Service Pension Scheme for Public Servants, please see the following website: <http://www.per.gov.ie/pensions>

Sick leave

Full pay during properly certified sick absence, provided that there is no evidence of permanent disability for service, may be allowed up to a maximum 92 days in one year and at half pay thereafter, subject to a maximum of 183 days sick leave in any period of four years or less.

The appointee will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to the National Museum of Ireland and payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Official secrecy and integrity

The appointee will be subject to the provisions of the Official Secrets Act 1963, as amended by the Freedom of Information Act 1997. The appointee will agree not to disclose to third parties any confidential information especially that with commercial potential either during, or subsequent to, the period of employment.

Prior approval of publications

The appointee will agree not to publish material related to official duties without prior approval by the Director of the National Museum of Ireland.

Political activity

During the term of employment, the appointee will be subject to the rules governing civil servants and politics.

Further details

Detailed provisions regarding various other terms and conditions, such as categories of leave (including maternity, adoptive and health & safety leave), some or all of which may be relevant to the appointee, are set out in circulars available on www.personnelcode.gov.ie.

This is intended only as a guide. Full terms and conditions will be issued as part of the contract of employment.