

## **Nano Nagle Place: Visitor Experience Manager** **(<https://www.activelink.ie/node/114450>)**



### **Visitor Experience Manager**

**2 Year Fixed Term Contract**  
**Full Time, 37.5 hours per week**  
**Located in Cork City**

### **About Nano Nagle Place**

Nano Nagle Place is an unexpected oasis in the centre of bustling Cork City, a place that celebrates Nano Nagle's vision of empowerment through education, community inclusion and spiritual engagement for a contemporary world. Nano Nagle Place houses an award-winning museum, heritage buildings, a conference centre, walled gardens, a design and book shop and a hub for a range of community projects. Nano Nagle Place has been recognised by Trip Advisor as "Travellers Choice" for 2023 and 2024, categorised as the Best of the Best for tourism destinations.

### **About the Role**

The Visitor Experience Manager is an exciting new role in Nano Nagle Place. The role will hold key responsibilities in promoting and enhancing the visitor experience across the site, including: our reception and retail offering; our award-winning museum; conference, meeting and events facilities. Our museum not only showcases the rich history and legacy of Nano Nagle but also highlights our ongoing social justice initiatives. This role is an office based, customer-facing role with a focus on providing a welcoming, inspiring, informative and memorable experience for all visitors to Nano Nagle Place.

### **Responsibilities include:**

- **Integrated Visitor Experience Management:** Oversee and ensure the seamless integration of operations across our visitor spaces.
- **Operations:** Manage day-to-day operations in the visitor spaces to enhance visitor satisfaction and generate revenue.
- **Promote and expand visitor numbers to all visitor spaces:** Work with key personnel in expanding our visitor numbers, including to our award-winning museum.
- **Team Leadership and Development:** Supervise and support our team of Ambassadors and Volunteers working across the visitor spaces, fostering a cohesive and motivated team that delivers exceptional service and engagement.
- **Organisational Contribution:** Contribute to the overall operations of Nano Nagle Place, maintaining an integrated approach to the site's visitor-facing functions and strategic objectives.

### **About You**

- **Professional Experience:** A minimum of 2 years' experience in events and bookings management, with a strong focus on enhancing visitor experience and operational management.
- **Retail Expertise:** At least 2 years of experience in a retail environment, including POS and cash management, stock management and implementing operational efficiencies.
- **Leadership Skills:** Proven ability to lead and motivate teams effectively, with a minimum of 2 years' experience in people management.
- **Customer and Audience Insight:** Proven ability to understand diverse target audiences, identify customer needs, and translate insights into exceptional experiences.
- **Team-Oriented:** A collaborative team player who thrives in a dynamic and mission-driven culture like Nano Nagle Place.
- **Technical Proficiency:** Experience working with a CRM system, generating insightful reports, and ensuring the team

utilise systems effectively to enhance operations and engagement.

## Benefits

- Competitive salary dependent on experience
- 24 days annual leave
- Contributory pension of 4%
- Bike to Work Scheme
- Employee Assistance Programme

We actively encourage applications from all sections of the community. Nano Nagle Place is an equal opportunities employer. Please note that flexibility around evenings and weekend work is a requirement of this role.

## How to Apply:

To apply for this position, please send an up-to-date CV and a brief cover letter to [toclodaghodonovan@advancehr.ie](mailto:toclodaghodonovan@advancehr.ie) (<mailto:toclodaghodonovan@advancehr.ie>)

The closing date for applications is Friday, 28 March 2025.



### Region

Cork City

### Date Entered/Updated

14th Mar, 2025

### Expiry Date

28th Mar, 2025

---

**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/114450-nano-nagle-place-visitor-experience-manager>