

Position: Manager of the Sligo Folk Park

Sligo Folk Park Background

Next year, 2020, marks a significant milestone for Sligo Folk Park which will celebrate 30 years in operation. As a fitting marker for this landmark event, the Folk Park is undergoing significant redevelopment in 2019 to bring it into line with best practice in tourism attractions around the country. This is a major re-development which will totally re-energise Sligo Folk Park as a must-see visitor experience. During the redevelopment, Sligo Folk Park will remain open and will host festivals and events as normal.

The Sligo Folk Park is currently looking for a manager to join the team, lead the development stage and manage the park going forward.

Interview Process:

There is a two-stage interview process. The second phase includes a short presentation. Interviews will take place in June.

Applications

By email only to Michael Tuohy, chair of Sligo Folk Park by Friday 7th June by 5p.m. to mgtuohy@eircom.net

Job Title: Sligo Folk Park Manager

Reports To: Sligo Folk Park Director/ Chair Michael Tuohy

Context/Scope: Sligo Folk Park is an all year - round family destination, that is community owned and operated. The Folk Park offers visitors of all ages opportunities to experience aspects of rural 19th century Irish Village life. The site includes a varied display of engineering and agricultural artefacts, recreated village shopfronts, military exhibition, library and archives all set on 6 acres.

The Manager plays a pivotal role in managing a team of people in the delivery of an engaging and entertaining experience. Sligo Folk Park has recently received funding to improve all amenities at the Park, this is an exciting time for the Park and the Manager will play a key role in delivering the development plan and its actions.

a) Purpose of Role

It is the intent of the directors to employ a dynamic and flexible manager who will lead the team on a daily basis to deliver a proactive, friendly, engaging and professional welcome to visitors, ensuring that all aspects of the Park are operationally ready every day to the highest quality standards.

The manager will need to be flexible in relation to weekend and evening hours for events.

b) Top Accountabilities

Visitor Operations:

- Manages a team of between 6 people on a daily basis to deliver smooth running of the operation in order to deliver an entertaining and engaging experience for visitors, management of reception / guided tours / maintaining gardens and all outhouses.
- Manages an annual calendar of events, planning and co - ordinating, marketing and delivery of excellent events
- Excels in customer service and able to generate enthusiasm for delivering excellence in customer service. Consciously acts as an ambassador for Sligo Folk Park.
- Actively seeks change and improvements in delivery of an excellent visitor experience in all areas including events
- Proactively benchmarking standards to input into objectives of the business

People Management

- Responsible for managing a team daily– that can include staff and volunteers. Takes responsibility for energising this team to deliver first class standards and service every day. Provide on the spot coaching to staff. Ensure staff are trained to deliver excellent visitor experiences
- Excellent people management skills, must manage relations with a wider stakeholder group of Community volunteers, members of the community and Sligo Tourism Stakeholders
- Fostering & developing valuable relationships with tourism bodies, local authorities and the hospitality industry

Duty Management:

- Is able to deal with a crisis, able to make decisions on their own for the benefit of the business. Able to take control of operation, and ensure the health and safety of our visitors and staff

- Ensures all ticketing, cash and stock transactions are carried out accurately.
- Ensures that the Park presentation is to a high standard, and take action where needed for such things as: maintenance, cleaning, gardening
- Takes responsibility for the operational running of the park
- Work with Coffee Shop tenants to ensure smooth running, product availability and excellent standards are in place.

Qualifications and Experience Required

Qualifications:

- 3rd level education
- At least 6 months experience in managing teams within a busy customer facing environment within tourism, retail or hospitality
- Some people management experience is essential

To be a success you will need to show the following:

- High professional standards -seeks out and identifies best industry practices
- Self-motivated and able to motivate others
- Has excellent operational experience in a customer facing environment
- Demonstrates enthusiasm and energy in the delivery of excellent customer experiences
- Project management skills beneficial
- Understanding of procurement and ability to apply for relevant sources of funding

Barriers to Success in Role

- Poor communication skills
- Lack of energy
- Introvert personality
- Inability to work as a team player
- Inability to lead a team effectively
- Inability to solve problems and make decisions