



ROLE DESCRIPTION & APPLICATION INFORMATION

Role Title:	Venue Operations Manager
Reporting to:	Director
Direct Reports:	FOH, visitor services, bar and box office teams
Location:	Ennis, Co. Clare
Job Type:	Full-time, 2-year fixed term contract

glór Vision and Mission

glór will be a place of possibility and potential where people are inspired, empowered and entertained.

We will do this by:

- Sharing the diverse voices of artists and audiences, nurturing creativity and belonging.
- Celebrating the artistic traditions and culture that define our wider Clare community.
- Enriching the lives of those we work with and serve.

glór Values

- **Courage:** We embrace bold decisions and innovative approaches.
- **Respect:** We value diverse perspectives and foster a feeling of belonging.
- **Integrity:** We are honest, own our responsibilities and ensure our actions align with our words.
- **Resilience:** We respond to challenges and maintain a commitment to progress.
- **Collaboration:** We work together to make great things happen.

glór History

glór opened first in 2001 as a centre primarily dedicated to the promotion of the traditional arts. It quickly expanded to become a multi-disciplinary venue and gallery and has, over the past 24 years, firmly established itself as an integral part of both the national and local cultural landscape.

glór is housed in an award-winning building and has a capacity of 485 seats. In 2024, we welcomed the opening of Clare's new County Library & Gallery adjoining glór which has created an exciting cultural complex, strengthening Clare's reputation as a cultural centre, as well as supporting economic and social activity in Ennis.

Purpose of the Role

glór is seeking a dynamic, collaborative and people-focused Venue Operations Manager to lead our box office, front of house, visitor services and bar teams in delivering outstanding experiences for all who visit glór.

This key leadership role combines strategic planning and oversight with hands-on implementation, and has responsibility for customer service excellence, operational delivery, and maximising revenue across all visitor-facing areas. You will work closely with senior management to help shape and enhance the visitor journey and support glór's ambition to be a warm and welcoming, inclusive and inspiring cultural destination.

The successful candidate will:

- Be passionate about glór's mission, values and commitment to community, creativity and capacity.
- Take pride in delivering exceptional service and leading teams in a busy, public-facing venue.
- Bring proven experience in customer service, with strong leadership, communication, and organisational skills.
- Share our belief that excellent audience experiences are central to everything we do, and be motivated to help every visitor feel welcome, included and inspired.

Role and Responsibilities Outline

Customer Experience & Service Excellence

- Lead customer service strategies to deliver outstanding visitor experiences across all touchpoints (FOH, bar, box office, tuck).
- Foster a warm, welcoming, and inclusive atmosphere reflective of glór's brand and values.
- Develop staff training and operational improvements that prioritise accessibility, inclusion, and the highest customer service standards.
- Handle and resolve customer feedback and complaints professionally, including escalated or sensitive situations, to minimise disruption and ensure customer satisfaction.
- Monitor visitor feedback and identify opportunities to enhance the visitor journey through a proactive, dynamic approach.

Operational & Team Management

- Provide strong leadership across all visitor-facing operations, leading by example and setting high standards and ensuring seamless day-to-day delivery of operations.
- Oversee recruitment, HR, training, and development of teams, managing scheduling and allocation to meet operational needs.
- Foster a positive, collaborative culture of problem-solving and continuous improvement.
- Ensure effective coordination between departments and regularly review SOPs to support excellent performance and event delivery.
- Coordinate artist, gallery and event hospitality when required.

Facilities & Health & Safety

- Oversee cleanliness, presentation, and maintenance of all public areas, ensuring they meet health, safety, security, and accessibility standards, and provide a safe, welcoming experience for visitors.
- With team members, conduct risk assessments, implement policies and emergency procedures, and liaise with contractors for cleaning, security, and maintenance where required.

Strategic Development & Organisational Support

- Support the Director and team in advancing strategic priorities, contributing to long-term planning, operational improvements, and special event delivery.
- Report on operational performance, visitor trends, and customer satisfaction, keeping accessibility and inclusivity central to decision-making.

Sales & Financial Management

- Drive hospitality sales and identify opportunities for revenue growth, working with marketing on customer engagement initiatives.
- Manage budgets for visitor services, bar, and box office, monitor performance, control costs, minimise waste, and ensure profitability.
- Oversee cash handling, reconciliation, lodgements, and compliance with financial controls for all payment types.
- Conduct regular health & safety audits and coordinate with teams to uphold a safe, clean, well-presented venue.

Flexibility & General

- Maintain flexibility to work evenings, weekends, and public holidays as required.
- Ensure compliance with all legislation, foster interdepartmental collaboration, and champion a positive, inclusive, equitable workplace.
- Undertake other duties as reasonably required to support organisational goals.

Person Specification

- Experience & knowledge:
Proven experience in customer service management, ideally in high-volume, sales-focused environments. Knowledge of health & safety in public settings, with experience in cash handling, budgeting, and financial reporting.
- Leadership & teamwork:
A hands-on leader who motivates, supports, and develops diverse teams, with a collaborative, positive approach that supports glór's mission.
- Customer service & communication:
Exceptional customer service and communication skills, confident engaging the public, with the ability to handle challenging situations diplomatically and solve problems effectively.
- Organisation & adaptability:
Highly organised, detail-focused, and reliable, able to prioritise, meet targets, and thrive under pressure in a busy, changing environment. Flexible and eager to learn.
- Technical skills:
Strong computer literacy, including Microsoft Office, email, CRM, ticketing, and POS systems.
- Other:
An interest in, and understanding of, the arts and culture sectors.
Knowledge or experience of compliance, and controls in the charity or related sector.

Personal Qualities & Approach

- Positive, energetic, and genuinely aligned with glór's mission, values, and ambition to be an inclusive cultural hub.
- Welcoming and approachable, with excellent interpersonal skills that foster trust and teamwork.
- Highly organised and proactive, with a keen eye for detail and a drive to uphold and elevate standards across all visitor-facing areas.
- A collaborative team leader who supports and motivates others, while also working independently with sound judgment and initiative.
- Adaptable and resilient, comfortable managing multiple priorities in a dynamic, public-facing environment.
- Committed to continuous improvement, skilled at problem-solving, and handles sensitive information with integrity and discretion.
- Passionate about creating outstanding audience experiences and making every visitor feel valued and inspired.

Terms and Conditions

Working Days and Hours

- The standard office hours are between: 9am and 5.30pm, standard venue hours are generally between 6.30pm and 12.00 midnight. The role will operate across both timeframes and across 7 days Monday to Sunday on a net 39 working hours per week basis. The role will involve working flexible hours on a regular basis. Evening shift times will typically, but not always, be 6.30pm to 11.00pm per day.

Salary Scale

- €35,000 - €43,000 per annum, commensurate with experience.

Application Process

To apply for this position, please submit your Curriculum Vitae (3 pages max) with a single page supporting letter outlining how you meet the requirements of the role with examples of your experience.

Applications should be sent directly by email to admin@glor.ie clearly referencing **Venue Operations Manager Application** in the subject title.

Closing date for receipt of applications is **Tuesday 5th August 2025 by 12 noon**. Interviews will take place from Monday 11th – Wednesday 13th August at glór.

This is a unique opportunity for a dynamic professional with a passion for the performing arts and a proven track record in customer service, and team development. If this sounds like you, we encourage you to apply.

Recruitment Statement

glór is an equal opportunity, inclusive employer and welcomes applicants from all sections of our community.

Inclusion, equity, diversity and access is a key part of our ethos. We will not discriminate against an applicant (internal or external) based on their gender, age, race, religion, marital status, sexual orientation, disability, membership of the Travelling community, or family status.

We appreciate that people have varying needs and encourage applicants and interviewees to let us know what arrangements and format they may prefer.

If you have a disability and require any accommodation/s, during the recruitment process, including the application itself, please let us know in advance and we will be happy to assist.