



Kylemore Abbey is a Benedictine Monastic Estate and also Ireland's most memorable Visitor Attraction. Located in Connemara, Kylemore Abbey attracts over 500,000 visitors annually. It is a unique place of tranquility, beauty, living heritage, spirituality and hospitality. We are now recruiting for the following role:

Visitor Experience, Events and Venue Manager

Reporting to the CEO, the Visitor Experience, Events and Venue Manager will be responsible for:

- Telling the story of Kylemore Abbey to visitors, from its origins and history to its contemporary status as a Benedictine Monastic Estate;
- Providing effective leadership and motivation to the team of Guides to ensure maximum performance, including recruitment, induction, performance, training and personal development;
- Leading the team to deliver day-to-day operations, including building presentation standards, visitor flow, visitor assistance and identifying visitor needs;
- Overall monitoring of the Abbey and neo-Gothic Church from a collections care, conservation, maintenance, facilities, operations and visitor experience point of view;
- Collaborating closely with other departments to develop a forward plan of events, exhibitions, educational initiatives and activities;
- Putting conversation and storytelling at the centre of the visitor experience so that everyone leaves feeling they understand what makes Kylemore Abbey so special;
- Planning, resourcing and delivery of a wide range of events throughout the year, working closely and in partnership across internal departments and with external stakeholders;
- Progressing Kylemore Abbey to achieve Museum Standard accreditation and to deliver other strategic projects;
- Developing exhibitions and ensuring they are maintained;
- Working to source, develop, and run exhibitions and events and developing educational and experiential opportunities throughout the estate;
- Ensuring the delivery of customer service at its pinnacle;

The ideal candidate will:

- Demonstrate a passion for sharing the Nun's Monastic Estate with a global audience;
- Have a passion for creating memorable experiences for people, providing a friendly and welcoming atmosphere for visitors & team alike;
- Have experience working at a managerial level in a visitor focused operation and delivering high standards of presentation and service (ideally within heritage or visitor attraction);
- Have experience working in or with a Museum, Gallery or similar;
- Have an interest in the conservation and interpretation of the heritage, both social and built, of Kylemore Abbey and the surrounding region;
- Possess an excellent eye for detail and understand the importance of presentation;
- Have an ability to build and maintain strong working relationships.

This is a full-time permanent position. To apply please email Cover Letter and CV to hr@kylemoreabbey.com . Closing date for receipt of applications is Friday 20th September 2024.