

## WHO WE ARE

When you join the Fáilte Ireland team, your work will be **more than just a job.**

You will become part of a talented and diverse community of employees whose mission and passion is to promote and support the development of tourism across Ireland.

To do this we create and invest in world class tourism brands, including the Wild Atlantic Way, Ireland's Ancient East, Ireland's Hidden Heartlands and Dublin. We develop brilliant visitor experiences that position and sustain Ireland as an attractive and compelling destination.

We provide strategic leadership and a wide range of practical supports and training to tourism businesses and we work in partnership with government and other agencies to maximise our impact throughout communities and across

regions as we develop a vibrant and sustainable tourism sector.

To enable our staff to thrive, we provide a respectful and supportive work environment. Not only are we recognised as a Great Place to Work but we're also listed in the top five most trusted organisations in Ireland.

Our supports include flexible and family friendly work policies with blended working arrangements. By joining Fáilte Ireland you will work in a nurturing team-based environment in a culture that is values driven with excellent opportunities for professional and personal development.

You will enjoy a richness and diversity in your work alongside talented colleagues, specialist external partners and a variety of tourism and community stakeholders to deliver the impact we aspire to.



We now have a vacancy for a

## SUPPORT, IRELAND'S ANCIENT EAST

**LEVEL 7**

Permanent, full-time

Fáilte Ireland invites applications for the position of Support, Ireland's Ancient East. This role reports to one of the Managers on the Ireland's Ancient East team.

This role involves working within a large team and with internal and external stakeholders to maximise the economic benefit of Ireland's Ancient East. The successful candidate will have clear business organisation and administration capabilities and skills and be able to work cross functionally with other teams and stakeholders.

### Our Values



#### Passion

We are passionate about Ireland

#### Imagination

We constantly reimagine a better future

#### Action

We make it happen

#### Collaboration

We succeed through collaboration

#### Integrity

We act with integrity at all times

#### Expertise

We never stop developing and sharing our expertise

#### Care

We care about people

## JOB PURPOSE

The successful candidate will provide administrative support to the Ireland's Ancient East Team to maximise the potential of the region as a tourism destination. This role will focus on supporting strategies around destination development and that involves both internal cross functional collaboration and external stakeholder collaboration.

## JOB DESCRIPTION

### PRIMARY OBJECTIVES/KEY RESPONSIBILITIES

#### SUPPORT THE IRELAND'S ANCIENT EAST TEAM IN THE FOLLOWING AREAS:

- Implementation of Ireland's Ancient East programme initiatives to deliver on team KPIs in line with specific project plans and timelines.
- Work closely with other Divisions within Fáilte Ireland to support the delivery of cross functional projects.
- Management of external stakeholder relationships.
- Assist in the organisation, execution and follow up of meetings and events.
- Contribute to Ireland's Ancient East focused familiarisation trips and itineraries.
- Support new and existing product development and communication.

### OPERATIONAL

- Creation of presentations for meetings and events.

- Input into trade database, Customer Relationship Management (CRM) system.
- Provide logistics support for meetings/ workshops/events by sending invites, setting up venue, organising room layout, booking accommodation, dealing with invitees.
- Record, produce and distribute minutes of meetings.
- Attend trade and stakeholder events.
- Ensure all activities are delivered on time and on budget and in line with Fáilte Ireland finance processes.
- Ensure that any procurement of work from a third party is implemented in line with Fáilte Ireland procurement policy.

Carry out all other duties as required and participate as a full member of the Ireland's Ancient East Team by supporting different work projects, as required, from time to time.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

**The successful candidates will have the following essential skills and criteria:**

- Strong office management and administration skills
- Evidence of strong communication and interpersonal skills with the ability to communicate effectively both orally and in writing
- Evidence of strong organisational and time management/planning skills and the ability to prioritise work and meet deadlines

**In order to be eligible to apply for this role you must have / demonstrate in your application form the following**

- The successful candidates will have a minimum of one to two years' experience in an administrative role
- A high level of proficiency in Microsoft Word and PowerPoint
- Evidence of strong communication skills with the ability to communicate effectively both orally and in writing
- Own means of Transport / Full Driving Licence

### Qualifications/Mandatory Training

- A professional qualification (minimum Level 6 under the QQI Framework) in a related discipline is essential

- Demonstrate experience collaborating as part of a team
- Demonstrate experience in working in a busy administrative role

### DESIRABLE CRITERIA

- Previous experience in the Tourism Industry while not essential would be an advantage
- Experience working with CRM and internal software packages

### KEY COMPETENCIES

- Planning and Managing Work
- Managing Relationships
- Effective Communication
- Teamwork

## HOW TO APPLY

Please return your completed application form via email to [failte@osborne.ie](mailto:failte@osborne.ie)

Please go to Fáilte Ireland's Career Page for the most up-to-date details on this role.

**Closing Date: Monday, 12th February 2024 at 3pm**

## SALARY, KEY BENEFITS & LOCATION

**Salary: €38,704 – €58,537\* per annum**

\*This role will be filled in line with Public Pay Policy at Point 1 of the relevant Salary Scale unless the successful candidate is appointed from an existing public sector role

### Location:

Blended work model with office location in any of the following:

- Áras Fáilte, 88–95 Amiens Street, Dublin 1, D01 WR86
- 4th Floor, Wallace House, Maritana Gate, Canada St, Waterford, X91 PP2R

## SELECTION PROCESS

Shortlisting will be based on applications and the selection process may involve two competency based interviews. A panel of successful candidates may be formed following the selection process.



**Fáilte  
Ireland**

An tÚdarás Náisiúnta  
Forbartha Turasóireachta  
National Tourism  
Development Authority

Fáilte Ireland is an equal opportunities employer and is committed to fostering an inclusive workplace which values and benefits from the diversity of the workforce. We encourage you to reach out to us directly at [recruitment@failteireland.ie](mailto:recruitment@failteireland.ie) should you require assistance or reasonable accommodation during the recruitment process.

