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**Job Title: Education Officer**

**Company Overview**

**Vision:**  
To bring history and STEAM (Science, Technology, Engineering, Arts, and Mathematics) subjects to visitors and schools by running a successful heritage centre.

**Mission:**  
Support economic development in the West Waterford area. Keep the rural community alive by providing local employment and enabling workers at Lismore Heritage Company.

**Values:**

* Improve the quality of living for those in the rural community.
* Deliver a quality product by providing training and opportunities for development

**Reports to:**

**Project Manager**

**Hours:**

Full time position 37.5 hours

**General Responsibilities**

* **Craft Shop Sales:** Assist in sales and customer service within the on-site craft shop.
* **Reception Duties:** Manage reception activities, including ticket sales for "The Lismore Experience" and promoting the centre in the local area.
* **Target Achievement:** Work towards sales and visitor targets set by management.
* **Tourist Information:** Provide accurate and helpful information to all visitors at the Lismore Heritage Centre and Tourist Information Office.
* **Event Support:** Assist management in delivering cultural events and festivals as needed.
* **Visitor Records:** Maintain accurate records of all visitors, including those seeking information and purchasing tickets or goods.
* **Guided Tours:** Conduct guided tours of Lismore Town, St. Carthage’s Cathedral, St. Carthage’s Church, The Towers, and other venues included in specialist tour packages.
* **Cash Handling:** Manage and record all cash transactions, ensuring accuracy and accountability.
* **Telephone Reception:** Answer and manage incoming calls.
* **Literature Sales:** Sell tourist literature and related materials.
* **Accommodation Reservations:** Handle accommodation bookings for visitors.
* **Merchandise Display:** Arrange and maintain merchandise displays.
* **Cash Register Operation:** Operate a cash register and Visa card machine.
* **Supervision:** Supervise students and part-time workers, ensuring they meet company standards.
* **Administrative Tasks:** Handle computer-based tasks, including responding to queries received via email, mail, and phone.
* **Coffee Dock Management:** Serve customers at the coffee dock and ensure compliance with all Health and Safety regulations.

**Key Area of Responsibility**

* **Educational Program Development:**
  + Design and develop educational packages in line with the curriculum for Mobile Science Workshops, Ecology programs, School Tours, and Camps.
  + Devise a year-long program of outreach activities aligned with the current curriculum.
  + Develop and implement school programs for National STEM Week.
* **Social Media Management:**
  + Manage the Lismore Heritage Education Instagram account to enhance visibility and drive sales.
* **Public Relations for Schools:**
  + Design brochures and oversee their distribution to promote educational offerings to schools.
  + Follow up with student group organisers for feedback on their visit, use this information to make improvements if needed.
* **Staff Management:**
  + Prepare staff rosters and ensure adequate staffing levels.
* **Invoicing and Records Management:**
  + Manage invoicing and maintain accurate payment records.
  + Keep detailed records of the number of students participating in programs.
  + Liaise with bookkeeper when following up on payments from student groups.
* **Social media**

Update on all planned activities, keeping a log of these posts for Project Manager.

**Requirements**

* **Training:**
  + Must be willing to participate in company-sponsored training programs as required.

**Working Conditions:**

This role requires a combination of office-based work, public-facing duties, and outdoor activities, particularly during guided tours and educational outreach events. Flexibility in working hours, including weekends and holidays, may be required depending on the needs of the heritage centre.