



NEW ROSS & DISTRICT COMMUNITY



EMPLOYMENT SCHEME COMPANY

LIMITED BY GUARANTEE



#CES-2432310

Dunbrody Famine Ship Experienc, The



Waterfront, The , New Ross, Co. Wexford, Y34

CX76



No of positions : 2



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



03/02/2026



17/03/2026

## How to register your interest

To register your interest, take note of the scheme reference number and contact an Employment Personal Advisor (EPA) in your [local Intreo Office](#)



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## Tourist Information Officer/Tour Guide

### Application Details

Eligibility to participate on CE is generally linked to those who are 21 years or over and in receipt of a qualifying social welfare payment for 1 year or more or 18 years and over for certain disadvantaged groups. Your eligibility will have to be verified by the Department.

To register your interest you can contact an Employment Personal Advisor (EPA) in your local Intreo Centre.

### Job Description

#### Duties

This is a developmental opportunity, no experience necessary. Accredited training will be provided to support your career.

We are actively recruiting for a Tourist Information Officer / Tour Guide

This role involves welcoming visitors to the Dunbrody Visitor Centre, providing up-to-date and engaging information on tours and local attractions.

You will also have the opportunity to participate in Role Play and Tour Guiding in a professional manner and other duties.

#### Main Duties & Responsibilities

Meet, greet, and welcome visitors upon arrival with warmth and professionalism.

Relay information to visitors on local activities, attractions, and accommodation.

Maintain and supervise reception and ground floor areas to ensure a welcoming environment.

Provide clear information to visitors on activities, requirements, and safety features prior to tours.

Book in tour leaders and organise groups efficiently in the reception area.

Record all tour bookings accurately in the official booking system.

Deal with and respond to all telephone queries and requests promptly.

Manage the Grab & Go area in reception when required.

Assist with till reconciliation and end-of-day financial procedures.

#### Tour Guide/Role Play

Engage and entertain visitors through storytelling and role play as a Tour Guide

Participate in role playing for tours, including playing Mrs. O'Brien / Mrs. White, and for seasonal events such as Santa's Wonderland Experience. Guidance & Training will be provided

Desirable but not essential

Strong communication and interpersonal skills

Knowledge of local history and tourism offerings (training will be provided)

Flexibility to adapt to various tasks in a busy visitor centre environment

Basic IT skills for booking and diary management systems

Ability to handle cash and reconcile tills accurately

Previous experience in a customer service or visitor-facing role

Good organisational and administrative skills

A team player with a professional and approachable manner

#### Health & Safety

Ensure all safety regulations and procedures are followed, including fire prevention, health & safety, manual handling, and risk identification.

Report and record any complaints, concerns, incidents, accidents, or near misses in line with required standards.

Be willing to take on any reasonable tasks to support the team workload.

- **Sector:** information and communication