



Ballintubber Abbey Trust DAC



#WPEP-2439370



BALLINTUBBER ABBEY, Ballintubber,
Claremorris, Co. Mayo, F12 W584



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



26/03/2026



21/05/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Admin and Tour Guide Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

During this 6-month placement at Ballintubber Abbey, the participant will gain practical experience in administration, customer service, and tourism within a historic and welcoming environment.

On a daily basis, the participant will assist with front-of-house duties, including answering phone calls, responding to enquiries, delivering historic guided tours and welcoming visitors. The role combines office administration with public engagement, supporting both the smooth running of operations and the overall visitor experience.

With the guidance and mentorship of experienced staff, the participant will receive training and hands-on experience in:

- * Booking system management, including processing reservations and maintaining accurate records
- * Collecting and updating data for the Abbey's customer database
- * General administrative procedures and use of Microsoft Office systems
- * Operating the till and handling customer transactions
- * Stock control and inventory management in the gift shop
- * Supporting social media and digital communications
- * Assisting with and delivering guided tours of the Abbey

The participant will be part of a supportive team, with ongoing training provided throughout the placement.

By the end of the programme, the participant will have developed valuable skills, including teamwork, communication, customer service, time management, attention to detail, and problem-solving. They will also gain confidence in public speaking through delivering tours.

On completion, the participant will have a strong understanding of administrative systems, customer

service standards, and daily operations within a busy heritage and tourism setting, along with practical experience in retail, office work, and visitor engagement.

Role Description

This training plan has been developed for employees participating in the Work Placement Programme (WPP) at Ballintubber Abbey Trust. It provides a structured programme of 60 training hours, combining 20 hours of accredited or sector-recognised training with 40 hours of on-the-job and general workplace training. The purpose of this plan is to equip participants with practical skills, recognised qualifications, and meaningful work experience, while supporting the delivery of high-quality services at the Abbey.

Formal training: Accredited training element totals 20 hours and includes a range of relevant and recognised courses.

- Geopark Ambassador Programme (10 hours), delivered in partnership with Fáilte Ireland and the local Geopark authority, focusing on heritage interpretation, geology, culture, and visitor engagement.
- Manual Handling Training (3 hours) will be delivered by an HSA-approved provider to ensure safe lifting practices and injury prevention.
- Fire Safety Awareness Training (3 hours) will cover fire prevention, emergency procedures, and the correct use of firefighting equipment.
- Safeguarding of Vulnerable Persons (Level 1) (2 hours), provided by a Tusla or HSE-approved organisation, will ensure participants understand their responsibilities in recognising and reporting concerns. In addition, participants will complete Leave No Trace Awareness training (1 hour), promoting responsible environmental practices, and an Introduction to Customer Service course (1 hour) delivered by Fáilte Ireland to enhance visitor experience skills.

Informal training: 40 hours will consist of structured on-the-job and general training.

- This includes an 8-hour site-specific induction covering the history, mission, and values of Ballintubber Abbey, as well as health and safety procedures and customer service standards.
- A 10-hour guided tour training component will involve shadowing experienced guides, learning key historical narratives, and developing presentation and communication skills.
- Event and wedding operations training (8 hours) will provide hands-on experience in event setup, coordination, and visitor management.
- Participants will also complete 6 hours of pilgrim walk and outdoor safety training, focusing on route familiarisation, group supervision, and risk awareness.
- Administrative and booking systems training (4 hours) will develop organisational and communication skills, while a further 4 hours in maintenance and grounds awareness will focus on basic upkeep, hazard identification, and safe working practices.

Overall, this training plan is designed to support participants in gaining valuable workplace

experience, developing transferable skills, and achieving relevant certifications. It ensures compliance with health and safety standards while enhancing the quality of visitor engagement and operational delivery at Ballintubber Abbey Trust.

- **Sector:** administrative and support service activities

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0