UNIVERSITY
CONCERT HALL
LIMERICK

ASSISTANT OPERATIONS MANAGER

UNIVERSITY CONCERT HALL

Full time and permanent contract

University Concert Hall (UCH) is one of Ireland's leading performance venues, welcoming thousands of audience members annually to a diverse programme of concerts, theatre productions, comedy, family entertainment, corporate events and cultural experiences.
At the heart of UCH's success is a commitment to delivering exceptional customer experiences in a safe, welcoming and professional environment. We pride ourselves on the quality of our Front of House operations, the professionalism of our teams and the memorable experiences we create for every visitor who walks through our doors. We are now seeking an enthusiastic, customer-focused and highly organised **Assistant Operations Manager** to support the delivery of Front of House, Bar and Retail operations across our venue.

About our Role
Reporting to the Operations Manager, the Assistant Operations Manager plays a key role in the day-to-day operation of University Concert Hall, supporting the successful delivery of performances, events and audience experiences across the venue.
This is a hands-on operational role that combines leadership, customer service, event management and team supervision. The successful candidate will work closely with Front of House, Bar and Retail teams to ensure that every event is delivered safely, efficiently and to the highest professional standards.
The Assistant Operations Manager maintains a visible presence during events, provides leadership and operational support to frontline teams and works collaboratively with internal departments including Box Office and Technical Services to ensure the smooth running of the venue. This role offers an exciting opportunity for an energetic individual who enjoys working in a fast-paced environment and takes pride in delivering outstanding customer experiences.

The ideal candidate will

- Support the day-to-day operation of University Concert Hall and contribute to the successful delivery of performances and events in a hands on manner.
- Lead Front of House, Bar and Retail operations during events, ensuring high standards of customer service, presentation and operational excellence.
- Supervise and support frontline teams, providing clear direction and guidance.
- Work collaboratively with Box Office, Technical and other venue teams to ensure events run smoothly and audiences receive an outstanding experience.
- Oversee Bar and Retail activities, including stock management, cash handling, EPOS procedures and revenue-generating initiatives.
- Ensure Health & Safety procedures are followed, respond appropriately and maintain a safe environment for our very valued patrons, staff and visitors at all times.

- Complete operational reporting and documentation and contribute ideas that support continuous improvement across customer service and venue operations.

Qualifications and Experience

The ideal candidate will have:

- Experience working in a busy customer-facing environment.
- Some previous experience leading or supervising a team.
- Strong customer service, communication and organisational skills.
- The ability to be professional and solution-focused in a fast-paced environment.
- Flexibility to work evenings, weekends and other hours required by the performance programme is required.
- Good IT skills, including experience with EPOS systems is desirable.
- Experience in hospitality, events, venue operations, retail or bar management is an advantage.

Skills and Competencies

The successful candidate will:

- Be professional, approachable and customer focused.
- Demonstrate confidence in leading and supporting teams.
- Take a proactive and hands-on approach to problem solving.
- Be comfortable making decisions and taking responsibility when required.
- Work effectively both independently and as part of a wider team.
- Be committed to delivering an exceptional experience for every customer.

Benefits include

- The salary for this position will commence at €32,000 and will be determined based on qualifications and relevant experience.
- Access to an Employee Assistance Programme (EAP) for wellbeing support
- Beautiful campus environment located within the University of Limerick

Application Process: Interested applicants are invited to submit a cover letter and an up-to-date CV to joan.fitzgerald@ul.ie
Closing date for applications is the 16th of November 2026.

Please note that the successful candidate will be required to complete the garda vetting process. Shortlisting will apply and candidates will be short-listed based on the information provided.

UCH is proud to support a diverse and inclusive working environment and is an equal opportunities employer.