

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

OFFICER, INDUSTRY DIGITALISATION

LEVEL 4

Fixed-Term Contract (23 Months)

Full Time

Fáilte Ireland invites applications for the position of Officer, Industry Digitalisation. The role will report to the Manager, Industry Digitalisation.

JOB PURPOSE

The purpose of this Officer role in the Industry Digitalisation Team, is to assist Irish tourism businesses in adopting emerging digital technologies. Responsibilities include administering digital transformation programs to help businesses drive revenue, increase productivity, and enhanced experiences through digital technologies.

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 DESCRIPTION

PRIMARY OBJECTIVES/KEY RESPONSIBILITIES

Strategy

- Identify opportunities for businesses to adopt emerging digital technologies to drive business revenues, unlock productivity gains and enhance visitor experiences end-to-end.
- Keep abreast of industry digitalisation trends within tourism and share insights with the team.
- Investigate best practice models of digital transformation for use across national programmes.
- Analyse current skills gaps amongst domestic tourism operators.
- Provide expertise, insight and innovative ideas that will help to build business development capability and adoption of technologies by Irish tourism businesses.
- Feed into the Business Unit's strategic plans for growth.

Operational

- Manage the delivery of Digital Transformation work programmes according to their objectives, plan(s), and budget, flagging any remedial actions that are required from time to time.
- Manage relationships with external stakeholders in the delivery of digital transformation programmes.

- Provide regular feedback from external stakeholders to Manager and Head of Division.
- Manage report generation for team projects to enable effective monitoring of program delivery, sharing of learnings with project stakeholders.
- Work cross-functionally with other teams within Fáilte Ireland to support delivery of projects.
- Ensure that any procurement of work from a third party is implemented in line with Fáilte Ireland procurement policy.
- Manage programme budgets and complete financial administrative tasks in accordance with Fáilte Ireland policy.
- Manage grant application process with tourism businesses and external stakeholders.
- Deliver on all personal KPIs, and actively contribute to achieving the Divisional KPIs.
- Support Fáilte Ireland's sustainability agenda.

Carry out all other duties as required and participate as a full member of the Industry Digitalisation team by supporting different work projects, as required, from time to time.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Strong knowledge of the digital environment, tourism, and innovation.
- Excellent project management and attention to detail skills.
- Excellent interpersonal and communication skills.

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

- 3 years' relevant experience in the following:
 - Experience of managing digital projects.
 - Experience of collaborating with and managing external stakeholders.
 - Experience of working in a project team

Qualifications/Mandatory Training

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

DESIRABLE CRITERIA

- Experience working within tourism or a related sector.
- Demonstrate a knowledge of digital and emerging technologies.
- Budget management experience.
- Project Management experience.

KEY COMPETENCIES

- Project Management.
- Managing Relationships.
- Flexibility.
- Leverages Technology.

HOW TO APPLY

Please return your completed application form via failte@consciatalent.com

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

Closing Date: Wednesday, 11th October at 3pm.

SALARY, KEY BENEFITS & LOCATION

Salary: €52,605 – €75,227* per annum (pro-rata)

*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
- 3rd & 4th Floor Crescent House, Hartstonge Street, Limerick, V94 K35Y
- Áras Reddan, Temple St., Sligo, F91 RX45
- Unit 5, Calbro Court, Tuam Road, Galway, H91 YKH4

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 should you require assistance or reasonable accommodation during the recruitment process.

