

Electric Picture House Cinema Ltd

www.wottoncinema.com
admin@wottoncinema.com
01453 844601
c/o 2 Hill Road,
Wotton-under-Edge GL12 7LW



Dear Applicant,

Thank you for your interest in working at the Electric Picture House.

We are currently recruiting for two new members of staff to join our front of house team: a Box Office Assistant and a Duty Manager.

Please read the following job descriptions and person specifications. If you would like to apply for either post, please send your CV and covering letter, explaining why you are interested in working at the Picture House and why you are the best person for the job. Send your application by email to admin@wottoncinema.com, or by post to Electric Picture House, c/o 2 Hill Road, Wotton-under-Edge, GL12 7LW. The closing date for applications is Monday 16 October.

If you have any questions that are not answered in this document, please email us or call 01453 844601.

Yours sincerely,

Gareth Negus
Managing Director

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Position: Box Office Assistant

Pay Rate: Minimum wage

Working times: Minimum two shifts per week, evenings and weekends. Shift lengths vary, but average 2.75 hours.

Responsible to: The Directors

Responsible for: N/A

Purpose of Job

As first point of contact for visitors to the cinema, the post holder will need to demonstrate excellent customer care skills when handling enquires by telephone and face to face. Working with the Duty Manager, the post holder will take responsibility for the smooth operation of Front of House activities including bookings, accurate cash and sales transactions, communication of up to date information and the efficient operation of the confectionary kiosk.

Principle Responsibilities

Customer Care / Service:

- Offering excellent customer care by providing a proactive, informed, helpful and accurate response to enquiries both in person and over the phone.
- Keeping the general appearance of the foyer tidy and presentable including monitoring confectionary stock and public information to ensure high quality display and up to date information at all times.

Communication:

- Operating the telephone system effectively, dealing with incoming calls and providing the best possible service to all.
- Displaying a high level of knowledge about the cinema's programme and facilities to respond efficiently to any enquires.

Administration:

- Dealing efficiently and speedily with bookings for films while ensuring adherence to Data Protection legislation.

Financial:

- Deal effectively with monetary transactions including cash, debit/credit cards, and gift vouchers.

Health and Safety:

- Maintaining a safe, clean and welcoming environment at all times.
- Ensuring that all duties are carried out in compliance with procedures as detailed in the cinema's Health and Safety Policy.

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Key Performance Indicators

- Accurate financial records which tally at the end of the shift.
- Efficient and timely processing of customers and enquires.
- Proven ability to prioritise in dealing with customers and enquires.
- Day to day presentation of foyer is clean, tidy and well stocked.
- Customers are happy and given correct information.

Person Specification

Skills & Experience

Essential:

- Excellent communicator
- Numerate
- Able to work well in a team
- Presentable, reliable and flexible
- Confident
- Computer literate

Desirable:

- Proven experience of working in a customer focused role
- An interest in cinema

Additional Information:

- The post holder is expected to wear clothing appropriate to their post.
- The post holder will be required to undertake such other comparable duties as may be required by the Management.
- The Electric Picture House is open 7 days a week, including Bank Holidays. The post holder will need to be willing to work evenings and weekends as required.

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Position: Duty Manager and Projectionist

Pay Rate: £7.70 per hour

Responsible to: Operations Manager

Responsible for: Box Office Assistants and Cinema Ushers

Purpose of Job

The post holder manages the Box Office and Front of House functions for the organisation. Whilst on duty, the post holder will be responsible for managing the Box Office Assistants and Cinema Ushers, ensuring the highest levels of customer service are provided at all times.

Principle Responsibilities

- Manage Box Office Assistants and Cinema Ushers to ensure the effective and successful operation of the box office and Front of House department.
- Maintain a safe, clean and welcoming environment at all times by monitoring the building and its facilities.
- Communicate effectively with colleagues and external clients, and carry out effective hand overs within the team.
- Assist Box Office Assistants in running the department, ensuring adherence to Data Protection legislation.
- Manage the box office computer system (Admit 1) whilst on duty.
- Manage Front of House income, taking responsibility for floats, tills, sales and cash handling during shifts.
- Manage security of premises whilst on duty, including opening and/or closing of building and all areas within it to protect property, personnel and public.
- Respond quickly to any issues relating to the quality of screening and comfort within the cinema as soon as they are reported.

Key Performance Indicators

- Excellent customer service with positive feedback from clients.
- Committed and effective team
- Excellent communication within the team and all others within the departments.
- Smooth running of box office function and cinema.
- Acts responsibly in an emergency and is reliable as a key holder in an emergency.
- Acts in the interest of health and safety of customers and staff.
- Operate projection equipment effectively and maintain excellent standard of quality presentation of sound and image.
- Maintain good time keeping and a clean, presentable appearance at all times.

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**Person Specification****Skills & Experience**

- Experience in team management.
- Excellent communication and leadership skills.
- Ability to prioritise and manage time effectively.
- Ability to work on own initiative.
- Excellent administration and ICT skills.
- Experience of the front of house systems.
- Fantastic customer service.
- Creative problem solving.
- Confident and assertive.
- Flexible and reliable.
- Calm under pressure.
- Positive attitude to learning and developing new skills.

Additional Information:

- The post holder is expected to wear clothing appropriate to their post.
- The post holder will be required to undertake such other comparable duties as may be required by the Management.
- Wotton Electric Picture House is open 7 days a week, including Bank Holidays. The post holder will need to be comfortable working in this environment.