

# TYNESIDE

CINEMA

# FRONT OF HOUSE MANAGER

We are seeking to appoint a Front of House Manager to play a vital role in creating a great guest experience at Tyneside Cinema.

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## ABOUT US

Tyneside Cinema is the North East's leading independent cinema and digital arts venue located in the heart of Newcastle upon Tyne where it provides a welcoming space for people from all walks of life to come together. Our venue offers four screens, displaying a vast programme of films from all over the world and three public bar, dining and café spaces which offer a place for film and food lovers to socialise.

Tyneside Cinema is a community, with film at the heart of everything we do. We believe in the power of film to facilitate empathy; as a way to challenge and transport us through the stories of lives we haven't led, into places we've never been. In the setting of our beautiful 1930's newsreel theatre, we hope to create a space that reflects this potential in film to engage and relate new ideas, experiences and stories.

## ABOUT THE ROLE

The Front of House Manager will ensure the smooth cohesion and unified operation between cinema and hospitality spaces through effective leadership and efficient organisation. To take responsibility for the development and delivery of excellent customer service standards across the organisation, ensuring high standards are met on a daily basis. To support the Head of Cinema to ensure health safety standards across the organisation are met. Leading a guest-facing team to support the growth of the business and build an excellent experience for our guests.

## ROLE ACCOUNTABILITIES

- Direct line management of Front of House supervisors and assistants to drive service standards and ensure statutory Health & Safety and food safety compliance.
- Duty management of the day-to-day operation of the venue, leading by example with a focus on effective and efficient staff deployment, cost controls, and guest service.
- Ensure all people management processes are effectively managed, including the recruitment, onboarding, and ongoing training and development of the team.
- Lead on staff training and initiatives to ensure the FOH team has the required knowledge to maintain consistent standards across the organisation. Develop the FOH team to increase experience, utilise skillsets, and provide succession planning.
- Lead a weekly Operations meeting to ensure all relevant teams within the organisation are engaged with the delivery of service relating to the programme.
- Oversee customer experience management, maintaining and enhancing service standards to provide a seamless and enjoyable experience for all visitors.
- Address and resolve customer inquiries and complaints promptly and professionally, ensuring customer satisfaction.
- Develop and manage systems and processes to improve efficiency and service delivery.
- Work closely with other departments to ensure cohesive operations and communication.
- Ensure compliance with alcohol license conditions, responsible sale of alcohol, health and safety, and data protection regulations.
- Manage resource and cost efficiencies, including controlling wage percentages and other expenses.
- Collaborate with department heads, including Marketing, Events, and Operations, to ensure alignment of FOH activities with broader cinema goals.
- Work closely with the HR team to support recruitment, training, and development initiatives.
- Engage with patrons and community members to foster positive relationships and promote the cinema's offerings.
- Coverage of senior management duties where needed.

## ROLE DIMENSIONS

### Title and Reporting Relationships

Position Title: Front of House Manager

Reports to: Head of Cinema

### Key Working Relationships

- Head of Cinema
- Head of Hospitality
- Front of House Supervisors
- Front of House Assistants
- Events Team
- Inter-departmental Programme Team

### Working Hours and Pay

- Full Time (37.5 hrs per week)
- £27,000

# PERSON SPECIFICATION

## Essential Criteria

- 3+ years managing in a customer service or hospitality environment.
- Understanding of Liquor License Conditions & Codes of Practice, Responsible Sale of Alcohol, Health & Safety, Food Safety policies, and Data Protection.
- Effective resource and cost management, including wage percentage control.
- Experience in Change Leadership, to facilitate organizational changes with a positive, forward-thinking approach.
- Strong skills in coaching and delivering training to improve performance.
- Technologically proficient and able to keep up to date with advancements and implement change.
- Building and maintaining third-party relationships.
- Excellent communication and interpersonal skills to deliver on confident customer relationship management.
- Positive can-do attitude, friendly and personable.
- High levels of literacy and numeracy, and strong problem-solving skills.
- Level 3 Food Hygiene Certificate / Food Allergy Awareness Training.

## Desirable Criteria

- First Aid trained.
- Fire Warden trained.
- Personal License Holder.
- Interest in film, arts, and culture.

# EMPLOYEE BENEFITS

We offer a great package of benefits to support your love of film and our venue, as well as training, support and opportunities to help you grow. Below is a list of some of the things you can expect as an employee of Tyneside Cinema:

## Cinema

- Unlimited free tickets for personal use 12 additional complimentary tickets every 3 months for your friends/family.

## Hospitality

- Discounted food and soft drinks from the Bar Café and Vicolo

## Staff Screenings

- The cinema hosts regular staff screenings that all staff are encouraged to attend, mainly comprised of previews of new release titles due to be included in the cinema's upcoming programme
- 33 days holiday per year inclusive of bank holidays.
- Enhanced company sick pay upon successful completion of probationary period.
- Hybrid working - dependent on role and working pattern.
- Access to an employee assistance programme providing a complete support network, expert advice and compassionate guidance 24/7.
- Trained mental health first aiders and health and wellbeing initiatives throughout the year.
- Free eye tests and flu vaccinations for all employees.





# APPLICATIONS

Important Dates	Closing Date: 2nd December 2024
To Apply	<p>Please follow the link below to our application form below and send the following documents to <a href="mailto:joinus@tynesidecinema.co.uk">joinus@tynesidecinema.co.uk</a>.</p> <p>A CV.</p> <p>A Covering Letter of no more than one side of a4 explaining how your experience and skills meet the requirements of the person specification for this role found in the recruitment pack.</p> <p><a href="#">Apply Here</a></p>

Tyneside Cinema's goal is to promote a diverse and inclusive workplace and we are committed to building a team that reflects a wide variety of skills, perspectives and backgrounds.

We are an equal opportunities employer, hiring on merit and our business need. We encourage applications regardless of age, sex, gender identity, sexual orientation, gender reassignment, marital status, pregnancy, parenthood, religion or belief and disability.

If you require any reasonable adjustments in our recruitment process, please let us know.