

TYNESIDE

CINEMA

FRONT OF HOUSE SUPERVISOR

We are seeking to appoint a Front of House Supervisor 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

Front of House Supervisors are responsible for ensuring the smooth cohesion and unified operation between cinema and hospitality spaces through effective leadership and efficient organisation. They are responsible for delivering excellent customer service standards across the organisation, upholding high standards of health and safety and ensuring high standards are met on a daily basis, through management and deployment of FOH Assistants.



ROLE ACCOUNTABILITIES

- Direct line management of Front of House assistants to drive service standards and ensure good housekeeping standards are observed in all public spaces.
- Full Key holder responsibility, including but not limited to, the daily opening, running, and closing of the building alongside all end of business closing duties. This includes cashing up responsibilities and the safe lock-up of the entire business.
- Act as first point of contact and communicate with all appropriate parties to ensure that guest and business issues are handled effectively and managed to satisfactory conclusion.
- Duty management of the day-to-day operation of venue spaces, leading by example on guest service and supervising service delivery from Front of House assistants.
- Support the FOH Manager in people and performance management, including recruitment and onboarding, reviews, and ongoing training and development of the team.
- Support FOH Manager in delivery of staff training and initiatives to ensure the FOH team has the required knowledge to maintain consistent standards across the organisation.
- Work closely with other departments to ensure cohesive operations and communication.
- Ensure compliance with alcohol license conditions, responsible sale of alcohol, health and safety, data protection regulations, and food safety.
- Manage resource and cost efficiencies through efficient daily staff deployment.
- Engage with patrons and community members to foster positive relationships and promote the venues offerings.
- Contribute to and maintain the high standards of the cinemas technical operation to ensure the best possible presentation quality for film performances and events as required.
- Coverage of FOH Manager duties where needed, and helping out in other areas of the organisation as necessary.
- Provision of First Aid and Fire Marshal duties when applicable.
- Undertake any duties as reasonably requested by your line manager.
- Work closely with other departments to ensure cohesive operations and communication.
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PERSON SPECIFICATION

- 2+ years experience of working 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.
- Experience of supervising and managing others to achieve goals.
- 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.
- Positive can-do attitude, friendly and personable.
- Excellent communication and interpersonal skills for delivery of high service standards.
- High levels of literacy and numeracy, and strong problem-solving skills.
- Ability to work flexibly.

Desirable

- First Aid trained
- Fire Warden trained
- Personal License holder
- Interest in film, arts and culture
- Level 1 Food Hygiene Certificate / Food Allergy Awareness Training
- Knowledge and experience with Tevalis or Spektrix platforms.

EMPLOYEE BENEFITS

We want to support your love for film and enable you to experience our amazing food and beverage venues. To do this we have an excellent staff discount scheme that we hope you will utilise to enjoy all we have to offer.

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

Additional Benefits

- 33 days holiday per year inclusive of bank holidays.
- Access to an employee assistance programme
- Free eye tests and flu vaccinations for all employees.

Working Hours and Pay

- 21 hrs per week
- £13.30 per hour



HOW TO APPLY

Important Dates	Closing Date: 24th January 2025
To Apply	<p>Please follow the link below to our application form below and send the following documents to joinus@tynesidecinema.co.uk. A CV. 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>Apply Here</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.