

TYNESIDE

C I N E M A

FRONT OF HOUSE ASSISTANT

We are seeking to appoint Front of House Assistants to our team.

If you're passionate about delivering a high level of guest experience, we'd love to hear from you.





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 two 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 Assistants are custodians and guardians of outstanding customer service for all guests of Tyneside Cinema. You will support our guests when buying tickets at the Box Office or snacks at our concession stands, as well as seeing them into our screens and ensuring our venue is clean and well presented.

KEY DUTIES AND RESPONSIBILITIES

- Work collaboratively to deliver excellence in service to all of our guests in all spaces.
- Encourage customers to engage with the full Tyneside offer.
- Full product knowledge of the offer across all venues.
- Serve food, snacks, and beverages to guests to the highest standard.
- Proactively maintain high cleanliness standards to ensure that the venue is spotless at all times.
- Take excellent care of the building and adhere to Cinema health, safety, hygiene, and food safety standards.
- Provide cover in any area of the building or department on an 'as needs' basis.
- Contribute to interdepartmental functions and continuous improvement.
- Support with customer queries via email where necessary.
- Any other duties as reasonably requested by a Line Manager.

PERSON SPECIFICATION

Essential Criteria

- Ability to deliver outstanding service to customers.
- Strong team player.
- High standards of cleanliness and hygiene.
- Adaptability and flexibility to cover various areas as needed.
- Health and Safety awareness.
- Excellent verbal and written communication skills.
- Able to efficiently handle customer enquiries and issues.
- Commitment to upholding service standards.

Desirable Criteria

- Previous experience in a similar role.
- Willingness to contribute to other functions and initiatives within Tyneside Cinema.
- Proactive in identifying areas for improvement.
- Ability to manage multiple tasks simultaneously.

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.

- Unlimited free tickets for personal use
- 12 additional complimentary tickets every 3 months for your friends/family.
- Discounted food and soft drinks from the Bar Café and Vicolo
- Access to Staff Screenings
- Access to an Employee Assistance Programme, providing complete support network, expert advice and compassionate guidance 24/7.
- Free eye tests and flu vaccinations.

Role Dimensions

- Role: Front of House Assistant
- Reporting To: Front of House Manager
- Salary: £12.60 per hour
- Contracts available: Fixed Term (4 months) and Permanent, 12 hours per week.

APPLICATIONS

To apply for the role of Front of House Assistant, there is a choice of two pathways you can select;

OPTION A: COMPLETE YOUR APPLICATION ONLINE

To apply for the role of Front of House Assistant online, please:

- Complete the [Front of House Assistant Application Form](#)
- Email an up-to-date CV and Cover Letter detailing what you would bring to the role of Front of House Assistant to joinus@tynesidecinema.co.uk

The deadline for online applications is Thursday 31st July at 5:00pm.

Shortlisted candidates will be invited to an interview at Tyneside Cinema on either;

- Monday 28th July 2025
- Tuesday 5th August 2025
- Wednesday 6th August 2025

OPTION B: ATTEND OUR RECRUITMENT OPEN DAY

To apply for the role of Front of House Assistant in-person, we are hosting a **Recruitment Open Day** at Tyneside Cinema.

This will be held on **Thursday 7th August, 10:00-15:00.**

You are welcome to drop-in, meet the team, complete an application form and interview for the role in person.

If available, please bring with you;

- an up-to-date CV
- the name and contact of someone who may be able to provide a reference for you, if offered the role

The start date for this role will be Friday 5th September.

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.