

# TYNESIDE

CINEMA

# FRONT OF HOUSE ASSISTANT

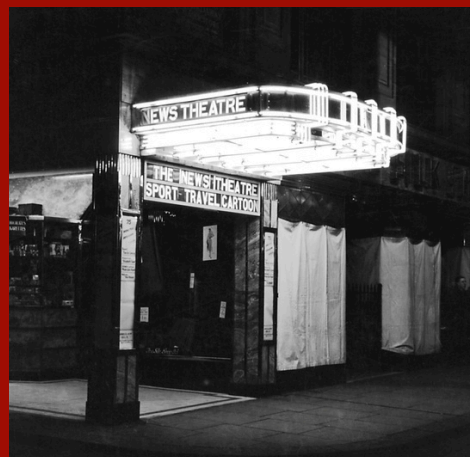
We are seeking to appoint a friendly, reliable Front of House Assistant to join our team. You will be responsible for providing a professional and positive experience for our guests and looking after our heritage venue





## 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 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, serving drinks at the Bar Café or snacks at our concession stands, as well as seeing them into our screens. You may also be called upon to work private events, ensuring memorable experiences are created, while maintaining our venue to be clean and well presented.



# ROLE ACCOUNTABILITIES

- 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.

# ROLE DIMENSIONS

- Reporting To: Front of House Manager
- Salary: £13.05 per hour
- Contract: 12 hours per week
- Hours: Shifts typically fall between 8:00 - 23:00, Monday-Sunday. Some overnight working may be required.
- Please note, we can only take applications from those over the age of 18 years old

# PERSON SPECIFICATION

## Essential

- 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, knowledge of health, safety, hygiene, and food safety standards.
- Excellent verbal and written communication skills.
- Able to efficiently handle customer enquiries and issues.
- Commitment to upholding service standards.

## Desirable

- Previous experience in a similar role.
- Willingness to contribute to interdepartmental functions and initiatives.
- Proactive in identifying areas for improvement.
- Ability to manage multiple tasks simultaneously.
- Interest in film, culture and the arts.



# TYNESIDE CINEMA VALUES

## COMMUNITY

- We put our guests and the communities we serve at the heart of what we do, take ownership for their needs and are accountable for delivering a friendly, respectful and professional offer.

## CARE

- We show care in what we do, and how we do it, demonstrate loyalty and commitment to help and support one another and foster a sense of belonging for our staff and community. We work cooperatively and communicate effectively, respecting one another's views and making our work environment professional and supportive.

## CREATIVITY

- We encourage an environment of peer-to-peer learning and development and commit to creating a space where the unheard can feel heard and the excluded can be included. We embrace our identity as an independent arts and culture venue to foster unique collaboration, understanding and warm, creative community spaces. We drive creative approaches to our work, being disruptive and transgressive in the face of assumptions and embracing feedback and challenge with openness and empathy.

# EMPLOYEE BENEFITS

While working at Tyneside Cinema, we want to support your love for film and enable you to experience our amazing food and beverage venues.

## 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.
- Access to cycle to work scheme.





# TO APPLY

Please email :

- a CV to [joinus@tynesidecinema.co.uk](mailto:joinus@tynesidecinema.co.uk)
- A cover letter or video introduction (optional)
- Complete the following application form: [Front of House Assistant Application Form](#)

Deadline for applications: Friday 5th June at 5:00pm

Interview dates (if shortlisted): Thursday 11<sup>th</sup> and Friday 12<sup>th</sup> June

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.

We have also recently partnered with [Suitability](#) and [Smart Works](#) who can provide business attire free of charge to wear to your interview if needed.

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