JOB DESCRIPTION

JOB TITLE:	Cinema Assistant	**REFERENCE**:	CA1126

OVERALL PURPOSE OF THE ROLE:

Working alongside our Venue & Events Supervisors as a Cinema Assistant you will play a key role in making every cinema visit enjoyable, ensuring our guests feel welcome and help with enquiries and ticket purchases.

MAIN TASKS

The role holder is required to:

Customer Service

1. Deliver exceptional customer service, being the helpful, friendly, and professional face of Brewery Arts
2. Meet and greet all customers to the cinema and help with enquiries and assist with ticket purchases
3. Be aware of the products and services provided by Brewery Arts to promote all areas to our customers and maximise sales opportunities
4. Provide efficient and friendly assistance to visitors with disabilities, removing or reducing barriers to customer experience where possible and assisting with evacuation when required
5. Support the Box Office by carrying out ticket sales and handling customer enquiries on the phone, by email and in person, using Spektrix ticketing system (training provided) while on the cinema front desk

Cinema Screenings

6. While on shift, ensure the cinema is welcoming and safe and dealing with issues that arise in a calm and efficient manner
7. Work flexibly which includes working varied day, evening and weekend shifts week to week as and when required.
8. Work mandatory shifts over busy events or festivals as and when required to do so by the Venue & Events Manager and/or Operations Director.
9. Assist with setting up projection and basic technical equipment and troubleshooting issues
10. Oversee all cinema screens, ensuring all is running smoothly and any issues are dealt with quickly and effectively
11. Complete daily end of night reports for the Venue & Events team
12. Assist with cashing up and secure receipts in relation to general sales, programmes and merchandise sales.

This list is not exhaustive. The organisation is changing all the time and your duties may be amended. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

JOB TITLE:	Cinema Assistant

We welcome and encourage applications from anyone who can demonstrate how they meet the criteria for the role. We especially welcome and encourage applications from people with backgrounds currently underrepresented in our organisation, particularly those who are Black, Brown or minoritised, who are LGBTQ+, or who are disabled. If you would like the selection panel to know you are from a background currently underrepresented at Brewery Arts, please tell us in your Personal Statement in the Job Application Form.

QUALIFICATIONS & WORK EXPERIENCE	
• Experience of working in a customer focused environment with responsibility for delivering excellent customer service	• Essential
• Experience of working in a public events setting	• Desirable
• Working knowledge of Health & Safety issues in public venues	• Desirable
• Experience of using ticketing systems (Spektrix) and/or venue management systems (Yesplan)	• Desirable
SKILLS	
• Excellent communication skills (verbal and written)	• Essential
• Excellent organisational and administrative skills	• Essential
• Good problem solving skills	• Essential
• Competent in the use of Microsoft Office Word, Excel and Outlook	• Essential
• Strong numeracy skills and high levels of accuracy and attention to detail	• Essential
PERSONAL QUALITIES	
• Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally	• Essential
• Confident with the ability to deal with conflict or difficult situations when necessary	• Essential
• Commitment to personal and professional development with a willingness to learn new skills.	• Essential
• Ability to work well on own initiative and co-operatively as part of a team	• Essential
• Ability to be flexible and respond to changing situations	• Essential
• Ability to maintain high levels of enthusiasm and reacting to fluctuations in demands by ‘stepping up’ when busy and being self-motivated during quieter times.	• Essential
• Excellent time keeping, conscientious and punctual	• Essential
• Smart personal appearance	• Essential
• An interest in the arts and/or film/hospitality.	• Essential
OTHER REQUIREMENTS	
• Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends.	• Essential
• First Aid at Work qualification	• Desirable
• A Disclosure & Barring Service (DBS) check (formerly CRB Disclosure) is required for this position.	• Essential

TERMS & CONDITIONS

JOB TITLE:	Cinema Assistant

Contract:	Permanent
Pay:	£12.71 per hour
Hours:	20 hours per week with evenings and weekends essential
Reports to:	Venue & Events Manager
Responsible for:	N/A
Age Limitation:	Due to licensing laws the role holder must be over 18
Notice Period:	4 weeks
Holiday Entitlement:	Permanent - 6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service Entitlement is inclusive of compulsory closure days announced each year. Other bank holidays are considered normal working days; therefore, they are not in addition to annual leave entitlement.
Pension:	The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. Depending on your age and earnings, you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.
Discretionary Benefits:	• Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available). • Discount on food in our catering outlets for staff + one. • A parking permit is given to staff to be used while at work.
Union:	An agreement governing pay and terms and conditions of employment exists between the Kendal Brewery Arts Centre Trust Ltd and the Broadcasting, Entertainment, Communications and Theatre Union, and provides for the settlement of disputes between workers and management. One of its provisions is the agreement by management to recommend non-union members to join.