

FRONT OF HOUSE JOB DESCRIPTION

PAY

£8.97 / hour

GENERAL

Support all aspects of the Front of House operation.

Report to: Duty Managers, Operations Manager.

FOH

- Provide a welcoming, professional atmosphere and excellent customer service to all visitors of the Phoenix Cinema and Café.
- Assist in ensuring the safety and comfort of members of the public.
- Deal effectively with customer bookings and enquiries in person and over the telephone.
- Sell tickets, food and drink in the kiosk and record cash takings accurately.
- Direct and assist members of the public in getting to their seats.
- Ensure public areas are well presented and fully stocked.
- Assist with stock monitoring and regular stock takes.
- Clean the auditorium between shows and other areas as needed.
- Report any building maintenance or other issues to the duty manager.
- Adhere to the Phoenix Cinema's staff rules and regulations.
- Adhere to all fire and health and safety procedures.
- Abide by and enforce appropriate licensing regulations including Film Certification and Alcohol legislation.
- Attend regular staff meetings and training as required.
- Assist with mailouts and other admin tasks as required.
- Complete any other duties as reasonably required.

PERSON SPECIFICATION

Essential:

- Presentable and approachable.
- Experience of working with the public.
- Excellent communication and customer service skills.
- Ability to prioritise and keep calm under pressure.
- High level of numeracy and cash handling skills.
- Excellent time-keeping and reliability.
- Willingness to work unsociable hours.
- Ability to work as part of a team and take initiative when appropriate.
- Ability to learn new systems and procedures quickly.
- Enthusiasm for the arts, and in particular film.

Desirable:

- Experience of working in an arts environment.
- Experience of using a computerised box office system.
- First Aid/Health and Safety/Food Hygiene trained.
- Flexibility with regard to working additional hours when required.



Phoenix Cinema

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To apply please submit a CV and covering letter to jobs@phoenixcinema.co.uk.