



## Candidate Information

**Position:** Front of House Assistants, Student Life  
**School/Department:** Eventus and Culture and Arts  
**Reference:** 23/110596  
**Closing Date:** Sunday 29 January 2023  
**Salary:** £19,092 - £19,333 plus 18% shift allowance per annum (pro-rata)  
**Anticipated Interview Date:** Wednesday 15th February 2023

### JOB PURPOSE:

To undertake customer facing Box Office, Bar & Usher duties, providing excellent service at all times and act as an advocate for the Queens Film Theatre (QFT).

### MAJOR DUTIES:

1. Selling tickets to the public through a computerised box office system.
2. Selling memberships and Gift Cards to the public.
3. Assisting customers with QFT Membership queries.
4. Answering telephone queries from the general public, providing excellent customer service.
5. Serving cinema snacks, soft drinks and alcoholic beverages from the bar in an efficient and courteous manner.
6. Maintaining a tidy and well stocked bar and assisting with stock controls (stock rotation & stock counts).
7. Performing daily and weekly cleaning tasks throughout the venue: bar, foyer, screens, bathrooms and Box Office, ensuring the venue and its immediate vicinity are tidy and presentable at all times.
8. Checking customer tickets and directing customers to the correct screen, assisting with any issues that may arise.
9. Performing regular screen checks, ensuring customer satisfaction and excellent cinema experience.
10. Dealing with customer enquiries efficiently and courteously and, if unable to answer, to refer them to more senior staff.
11. Assist with private hires, functions & events.
12. Conduct customer surveys when required.
13. To be compliant with all H&S requirements, evacuation procedures and follow guidance in risk assessments and event briefs.
14. Any other tasks as required by the QFT Front of House Manager and within the remit of the post.

### ESSENTIAL CRITERIA:

1. Secondary School education
2. Six months experience of working in a customer oriented environment.
3. Experience of using EPOS systems.
4. Excellent written/ oral communication and interpersonal skills.
5. Excellent personal presentation.
6. Ability to work effectively on your own and as part of a team.
7. Ability to work evenings and week-ends as scheduled.

### DESIRABLE CRITERIA:

1. 5 GCSEs at Grade C or above (or equivalent) or NVQ Level 2 (or equivalent) to include Maths and English studies, or higher-level educational qualification.
2. Six months paid experience of using a computerized Box Office system in a Cinema, Leisure or Arts Venue.
3. Experience of working in an arts venue.
4. Experience of front of house/ushering.
5. Experience of bar work.
6. An interest in film and the arts.