



Picturehouse Cinemas Limited

Customer Care Operator, Brixton Ritzy, February 2019

Picturehouse's Customer Care Department is located in offices above the Ritzy Cinema in Brixton. We have a team of people who provide a telephone booking service for all of Picturehouse cinemas and for several external clients from 9.00am to 8.30pm, 7 days a week.

Membership sales, renewals, and administration is central to the Customer Care Department, and the Customer Care operator's deliver these functions through incoming and outgoing calls, email responses, and occasional marketing calling.

We're now looking for an enthusiastic and experienced Customer Care Operator to join the team in our established central booking centre for Picturehouse Cinemas.

Vacancy

The successful candidate will have previous customer service experience and a real passion for delivering great service in a fast-paced customer service environment, ideally with previous work in a Call Centre environment but this is not essential.

The key to this role is providing a first class service at every turn, keeping in mind both the business and customers' needs.

Emphasis within this role is on providing a helpful, friendly and personalised service to all callers while maintaining the human side of customer service; we pride ourselves on an individual, non-scripted way of working.

Candidates must be highly articulate with excellent communication skills as well as possessing the ability to be resilient and perform well under pressure.

Please note there is a requirement to work 24 hours per week over any of the seven days with some shifts being at evenings and weekends.

We offer an hourly rate of £9.37 plus bonus opportunities.

Office

The Customer Care Operator is based at the Customer Care Department, The Ritzy, Brixton Oval, Coldharbour Lane, London SW2 1JG.

[PICTUREHOUSES.COM](http://picturehouses.com)

enquiries@picturehouses.co.uk 020 7734 4342 [f/Picturehouses](https://www.facebook.com/picturehouses) [@Picturehouses](https://twitter.com/picturehouses)
Picturehouse Cinemas Ltd, 7th Floor, St Vincent House, 30 Orange Street, London WC2H 7HH

Picturehouse Cinemas Limited, Registered in England and Wales (Reg. No. 02310403), 8th Floor, Vantage London, Great West Road, Brentford, TW8 9AG. VAT number: 605 9665 19



PICTUREHOUSE CINEMAS STAFF PACKAGE

INDIVIDUAL AND SHARED MEMBERSHIP BONUSES

DOUBLE PAY ON BANK HOLIDAYS

LATE NIGHT WORKING ALLOWANCE

UNLIMITED FREE CINEMA TICKETS

Any film or event for free at any Picturehouse Cinema, subject to availability.

FREE GUEST TICKETS

Once a week, staff can bring two guests to any film or event at Picturehouse Cinemas for free, subject to availability.

FREE CINEWORLD TICKETS

A free ticket per week to any screening at any Cineworld cinema, subject to availability.

FREE HOT DRINKS AND DRAUGHT SOFT DRINKS

Whilst on shift.

CHILDCARE VOUCHERS

Employees can choose to have part of their salary paid in childcare vouchers and so save tax.

PICTUREHOUSE FOOD AND DRINK DISCOUNTS

30% off food and drink at Picturehouse Cinemas.

CINEWORLD FOOD AND DRINK DISCOUNTS

10% off food and drink at Cineworld.

STAFF FOOD

50% off food during off-peak times at cinemas with kitchens when on shift.

FREE STAFF SCREENINGS

CAREER DEVELOPMENT OPPORTUNITIES

The vast majority of the people running Picturehouse began in customer service roles.

ENHANCED EYE CARE

Full sight and eye health check. Contributions to frames if glasses are solely required for screen use.

MATERNITY AND ADOPTION LEAVE

All employees, regardless of their length of service, qualify for 26 weeks' maternity/adoption leave and 26 weeks' additional maternity/adoption leave. 39 weeks' statutory maternity/adoption pay after reaching the service and earning requirements.

SUPPORTING PARTNER'S LEAVE

All employees, regardless of their length of service, qualify for two weeks' statutory paid leave.

ALL THE BENEFITS OF A PICTUREHOUSE MEMBERSHIP

Including discounts at local and national businesses.

KIOSK SNACKS

Free popcorn, a draught soft drink or a hot drink when watching a film.

CYCLE TO WORK SCHEME

Up to 42% savings on bikes and accessories.

COMPANY SICK PAY

Statutory sick pay. Company sick pay after one year's service.

INCREASED PENSION CONTRIBUTIONS

Picturehouse makes pension contributions for all staff. All staff can choose to increase contributions after two years, and the company will increase its contributions.

For more details about our pay, visit

PICTUREHOUSES.COM/PAY

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Application

To apply for this position please send your CV and covering letter to daniel.m@picturehouses.co.uk with "Customer Care Operator" in the subject line by Sunday 3rd March 2019.

Job Description: Customer Care Operator

Job Purpose

Provide a first port of call for all customer queries, ensuring a professional impression of Picturehouse at all times.

Be proactive in responding to customer complaints resolving matters as required escalating when necessary.

Resolving queries while providing and promoting high levels of customer service at all times.

Provide a friendly and efficient service to customers.

Provide a Specialist Sales Service through the accessible booking line.

Keep a high standard of punctuality and be familiar with your own rota.

Flexible work pattern, available in ad-hoc scenarios.

Main Duties

The knowledge and behavior required of a trained 'Customer Care Operator is outlined in detail in the "Customer Care Operator Job Elements" document (as may be updated from time to time). The duties include:

Use of IT systems, including Vista Call Centre, Vista Loyalty Ticketing, and email subscription services.

Taking calls on the Booking line, Accessibility line, Refund Hotline, Member's Hotline and the Customer Care line.

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Answer the telephone, ensuring that the phones calls are always answered promptly.

Ensure that all customer emails are replied to that are assigned to you.

Be knowledgeable on Picturehouse activities, groups and other special events.

Comply with data protection guidelines and GDPR guidelines.

Comply with PCI and the Health & Safety procedures.

Be knowledgeable of the latest staff handbook and the companies HR policies.

Playing an active role in advancing the departments standards, in compliment to the customer experience that Picturehouse strives to deliver.

Ensure that all relevant information is communicated speedily and accurately in a way that ensures that the information is received and easily understood

Ensure that all materials and resources are effectively and efficiently utilised to minimise waste and reduce costs.

Undertake any other relevant duties or reasonable request as requested by any member of the management team.

Understand the importance of Equality & Diversity in the work place.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.

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