



## FRONT OF HOUSE - JOB DESCRIPTION

The Castle Cinema is an independent community cinema in Hackney, and the reincarnation of one of London's earliest cinemas! Built in 1913 as The Castle Electric Theatre, the original cinema closed in 1958 and we re-opened in 2017 after a successful crowdfunding campaign. Since then we've built strong ties to the community, working hard to ensure we're serving everyone's needs.

With two beautiful screens and a stunning bar, we're passionate about great films, delicious refreshments and genuine service, and want a trip to The Castle to be remarkable for all three.

We're proud to have built a great team and organisational culture based on the following values: Honest and generous; Friendly and informal; Diverse and inclusive.

We endeavour to reach a broad range of audiences, and we've developed five Community Goals: Improve access for disabled guests | Develop underserved audiences | Support and enhance education locally | Nurture a diverse team | Maintain an inclusive and thought-provoking programme for all

A diverse workforce benefits both our organisation and the community it serves, and we encourage candidates who reflect the local community, and those underrepresented in the arts. This includes marginalised cultures and ethnicities, LGBTQ+ folk and those who are neurodiverse or disabled.

### **Purpose of the role**

As the first people guests meet when visiting the cinema, our FOH team is responsible for ensuring everyone has an outstanding experience. The role involves selling tickets and refreshments, ushering and cleaning, and assisting with other aspects of cinema operations as required.

### **Responsibilities** (detailed paid training will be provided)

- Selling products in the bar / box office - providing a fantastic experience for guests and demonstrating a great knowledge of our films, memberships, drinks, food and merchandise.
- Serving drinks including coffee and cocktails, and basic food preparation such as popcorn, snacks, pizzas and toasties. Keeping the bar stocked and well maintained.
- Delivering great customer comms - answering emails and phone calls promptly in a helpful and friendly manner, acting as first point of contact for The Castle.
- Ushering - checking tickets and directing guests. Upholding all H&S policies and procedures to ensure the experience is both enjoyable and safe.
- Being calm and flexible - ready to support the management if the unexpected occurs. This includes dealing promptly and politely with any disturbances or customer complaints.
- Cleaning - ensuring the cinema and bar is consistently presented to a high standard of cleanliness and tidiness. Regularly checking the toilets are in a clean and safe condition.
- Demonstrating excellent attention to detail in all aspects of your work, including securely handling cash and carefully managing stock inc. deliveries and wastage.
- Assisting with the setting up, operating and clearing away of private hires and events.
- Participating in all training activities, and contributing ideas and feedback during meetings and teamwork on shifts.
- Undertaking any other duties or activities as reasonably requested by management.

## **Person Specification**

### **Essential:**

- Willingness to work a variety of shift patterns, including regular evenings, weekends and holidays
- Committed and looking to grow with the business
- Friendly and enthusiastic attitude and able to work well in a team
- Punctual and reliable
- Proactive approach to solving problems
- Ability to work efficiently and calmly during pressured and busy periods of service
- The ability to communicate effectively with customers, team members and managers
- Right to work in the UK

### **Desirable:**

- Experience working in hospitality, retail or arts venue
- Experience with cocktails, barista level coffee, and/or food preparation
- Experience of basic stock control, including taking deliveries
- Experience working with a membership or loyalty scheme, and upselling memberships
- A passion for film

## **Terms & Conditions**

**Job title:** Front of House

**Reporting to:** Duty Managers

**Pay:** £11.95 per hour, with paid breaks

**Contract:** casual or permanent, subject to a six month probationary period

**Holiday entitlement:** equivalent of 28 days per year (calculated pro rata)

**Other benefits:** Complimentary cinema tickets & bar discount, employee assistance programme.

**Start date:** Immediate.

**Hours:** part-time variable. Weekend & evening availability is essential.

**Availability:** We're a fast-paced, dynamic cinema, with lots of great events and private hires on top of our regular programme. We're open 7 days a week from morning to night, so we're looking for a range of availability and flexibility from our applicants. Due to short bursts of busy-ness the majority of our shifts are 3-5 hrs in length. Sometimes shifts of 5-10 hrs are available

**In your application email,** please let us know your ideal arrangement. We don't have any full-time positions available, so we're looking for applicants with other commitments, e.g. other jobs, freelance work, students. As long as you have potential to work some evenings & weekends, all levels of availability are welcome and it will not affect your opportunity to reach the interview stage. Examples of this could be:

- 15-20 hrs per week.
- 2-3 evenings per week, but I can never do Sundays.
- 1 shift a week and picking up extra shifts as they come up.
- As close to full time as possible.

**Application deadline:** Wed 23rd August 2023 @ 23:59

If successful, we will arrange an in-person interview at the cinema. This may be followed by a short secondary interview with another team member.

All successful applicants will be required to provide proof they have the right to work in the UK, as well as a reference from a previous employer.

Please send your CV and cover letter to: [jobs@thecastlecinema.com](mailto:jobs@thecastlecinema.com) and include "Front of House" in the subject line. Cover letters should be no longer than a page long, and outline why you'd like to work with us.

Please complete this diversity monitoring survey: <https://forms.gle/4uAP4Z8mqpk9j6Ns9>

Please note: as a small team we may not be able to respond to every application. Thank you in advance for your interest.