



FRONT OF HOUSE - SIDCUP

We're hoping to bring cinema back to Sidcup, and looking to build a reliable, proactive and enthusiastic team to help deliver an exceptional experience for every guest. We're the team behind The Castle Cinema in Hackney, and while plans are still being finalised, our aim is for the renewed cinema to share the same ethos, energy, and commitment to its local community that have helped us thrive.

We're passionate about great films, delicious refreshments and genuine service, and our values are:
Honest and generous – Friendly and informal – Diverse and inclusive.

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 the Global Majority, LGBTQ+ folk, and those who are neurodiverse or disabled.

Purpose of the role

Our Front of House team is the heart of the cinema – serving food and drinks, checking tickets, keeping the space clean and welcoming, and making sure every guest has a brilliant time. Your friendliness, efficiency and attention to detail will make all the difference to our guests.

Responsibilities

(This is a guide to the nature of the work. It's not restrictive and other responsibilities may be added. Comprehensive training will be provided)

1. Deliver an outstanding guest experience

- Provide friendly and efficient service to all guests.
- Respond to enquiries by email, phone and in person promptly and helpfully.
- Check tickets, direct guests and provide assistance where needed.
- Remain calm and flexible when unexpected situations arise, handling complaints politely and efficiently.

2. Maintain operational excellence

- Sell tickets, memberships, food, drinks and merch, providing excellent service and knowledge.
- Prepare and serve drinks (including coffee and cocktails) and snacks such as popcorn, keeping the bar stocked, clean and organised.
- Handle cash securely and manage stock carefully, including deliveries and minimising wastage.
- Ensure the cinema, bar and toilets are kept clean, safe and well-presented at all times.
- Support the set-up, operation and clear-down of private hires and events.

3. Nurture the team

- Work positively and collaboratively with colleagues and managers.

- Support new staff by sharing knowledge and helping with training.
 - Contribute ideas and feedback in team meetings.
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Person Specification

Essential

- Willingness to work a variety of shift patterns as required by business needs, including regular evenings, weekends and holidays
- Commitment to the role and interest in developing with the business
- Friendly, enthusiastic and able to work well as part of a team
- Punctual, reliable and well presented
- Proactive and solution-focused approach to problems
- Experience in a customer service role, ideally in hospitality or retail
- Ability to work efficiently and calmly during busy or high-pressure periods
- Strong communication skills with customers, colleagues and managers
- Eligibility to work in the UK

Desirable

- Experience in front of house roles within an arts or cultural venue
 - Experience with stock control, including receiving deliveries
 - Experience working in a bar, pub or restaurant
 - Skills in preparing cocktails
 - Skills in making barista-level coffee
 - Experience in basic food preparation
 - A passion for film
 - Experience working with a membership or loyalty scheme, including upselling
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Terms & Conditions

Job title: Front of House

Reporting to: Duty Managers

Pay: £12.85 per hour, with paid breaks. Paid monthly.

Holiday: equivalent of 28 days per year (calculated pro rata), accrued as you work.

Other benefits: complimentary cinema tickets & bar discount.

Start date: November 2025 (TBC)

Contract: Casual Worker

Availability: mixture of daytime & evening shifts. Evening, weekend, bank holiday availability is essential. All FOH must be available for a minimum of one weekend shift and one weekday shift (e.g. two shifts in total) and perform at least one shift per week on average. Availability during the festive period is essential (we are closed on Christmas day).

Deadline for applications: Wednesday 29th October 23:59

Interviews will take place: Thursday 6th November

Please apply via this form: <https://near.tl/sm/lfGOTGtRq>

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

All successful applicants must provide proof of UK work eligibility and a reference from a previous employer.

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

Any questions contact team@castlesidcup.com (applications only accepted via the link above)