

**Employer:** Forum Cinema Hexham Ltd

**Vacancy:** Usher

**Hours:** 15 Hours Per Week

**Salary:** £11.44 per hour – Meets Min National Wage

**Number of vacancies:** 1

**Working pattern:** These hours are approximate and will depend on the films we show that day but would be told each week exactly what times they need to come in.

Sundays 3 – 10 pm (arrival 30 mins before and end 15 mins after)

Mondays 5pm – 10pm (arrival 30 mins before and end 15 mins after)

Thursdays 7pm – 10pm (arrival 30 mins before and end 15 mins after)

**Lights ... Camera ... Action !!** Come and be a part of our friendly team in this quirky but lovely independent cinema based right in the centre of Hexham.

### **Things you will be doing**

- Provide excellent customer service to all customers into the cinema
- Sell tickets in the café (and/or box office), drinks and food and check tickets
- Keep the cinema spotlessly clean and tidy i.e. sweeping, cleaning, light restroom maintenance etc.
- Ensure that the café is clean, and displays are well stocked at all times
- Complete the sale of tickets and refreshments in the café (and/or box office).
- Answer telephone promptly and handle telephone sales and enquiries
- Maintain a tidy working environment in the café i.e. counters, fridges etc.
- Carry out any additional tasks as directed by the duty manager
- Adhere to all Health and Safety and company policies and procedures

### **Additional Information**

Don't worry if that sounds a lot, you will get full training and ongoing support from the team and your duty manager. Also, If you wish to develop further with some marketing there may be opportunities to input into our social media campaigns, and if you have any artistic flare, we will put that to use with our notice boards, displays and windows.

**Lastly** – Your uniform will be provided to you and we offer an additional benefit with this job – once appointed you are entitled to watch any film (where we have an available seat) on a day when you are not working.

## Essential skills, experience and qualifications

### What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- A commitment to own learning and development and ready to complete the training on offer
- Ability to work well as part of a small team
- Ability to demonstrate customer care and to be polite and courteous
- Able to follow instructions and health and safety guidelines
- Good communication skills
- Punctuality and reliability are absolutely essential.
- Reliability and excellent timekeeping are essential requirements of this job
- To be flexible towards the business needs