



## **JOB DESCRIPTION**

### **Front of House & Projection Staff Member**

Location: Strand Arts Centre, Belfast, BT4 1NY and East Belfast catchment

Pay: Minimum wage, Statutory benefits including workplace pension.

Hours: Evening hours, weekdays and weekends.  
Approximately 20 hours weekly. Potential for additional hours.

Reporting to: Operations Manager and Marketing Manager.

### **Summary of organisation**

Strand Arts Centre is a relatively new multi-artform arts centre with cinema facilities which is housed in N.I.'s oldest picture house. We deliver a diverse programme of arts events and activities which support artists, performers and facilitators whilst inspiring, educating and encouraging increased engagement in the arts and creative industries by the East Belfast community.

### **Summary of role**

We are looking for someone with a passion for film, arts and community. They must work well as part of a team, be eager to learn new skills, specifically computer and projection skills and be willing to 'roll their sleeves up'. Any one shift may include box-office and sales duties on the point-of-sale (POS) system, projection and event preparation, and cleaning duties.

All of these tasks must be delivered with a high standard of customer service and a diligence to our health and safety procedures and other company policies.

### **Responsibilities**

Customer Service –

- Greet our customers and deal with customer queries on our programme of current and upcoming film and arts activities, as well as on the organisation's aims and objectives and future plans
- Advising customers about ticket pricing and special offers available to them
- Answering telephone enquiries and providing booking information
- Keeping all areas front and back of house tidy and clean

- Keeping all relevant publicity correct and up to date
- Replenish stock when necessary
- Ensure all designated duties are completed and signed off
- Complete a nightly stock check.
- Basic on-line film information research

#### Sales –

- Operating our point-of-sale (POS) tills, ensuring all transactions are handled correctly and securely
- Processing bookings (for film, theatre and workshops) through the POS in person and over the phone
- Upload content to our website and on-line ticketing system
- Processing ticketing and marketing reports in line with the company's Data Handling Policy
- Taking cash, credit card, debit card, gift card and voucher payments and ensuring that such transactions are handled correctly and securely
- Ensuring that your till is balanced at the end of each shift

#### Screening & Events duties –

- Assist in setting up venue for events
- Scheduling on projectors of weekly films, trailers and adverts for each screen
- Ensure control and security at theatre/screen doors
- Carry out age checks when appropriate in line with licencing laws and company procedure
- Monitor theatres/ screens for potential problems with customers, film quality and temperature
- Complete toilet checks and sign off paperwork
- Clean screens between shows

#### Health and Safety –

- Be aware of all company health and safety policies and procedures
- Be aware of the company fire evacuation procedures and follow it according. Take responsibility for your own health and safety and that of others
- Follow all food handling procedures and ensure that records are kept in accordance with the company procedure
- Be aware of all food allergy risks and fully inform customers of any risks
- Attend all health and safety training when required to do so
- Attend all fire drills when arranged by the company
- Inform a supervisor or manager immediately of any potential health and safety risk to yourself, other staff and customers

## **PERSONAL SPECIFICATION**

### **Essential experience:**

1. A minimum of 1 year's customer service and cash handling experience

### **Desirable experience:**

1. A minimum of 6 months' experience with a POS (Point of Sale) system
2. A minimum of 6 months' experience gained within a cinema, leisure, arts or heritage environment

### **Essential qualifications / knowledge:**

1. Pass at GCSE or equivalent English
2. Pass at GCSE or equivalent Maths
3. Computer proficient in a number of different computer programmes

### **Essential skills & personal management:**

1. Due to the nature of our Business, post holder must be flexible.
2. Highly motivated - to deliver a high quality service/experience for our customers
3. Enthusiastic and out-going - prepared to work as part of a team and converse with customers
4. Willing to learn new skills.
5. Be able to communicate effectively with children as well as adults
6. Possess keen observation skills
7. Be reliable and punctual
8. Be a strong team player
9. Be able to problem solve and set priorities
10. Be motivated and show initiative
11. Maintain an overall positive and professional attitude
12. Be neat and presentable at all times