



## **CREW WANTED: FULL OR PART TIME VOLUNTEER/USHER**

**Job title:** Full or part time Volunteer/Usher

**Directly reports to:** Bar and Front of House Manager (BFoHM)

**Hours of work:** A minimum of 4.5 hours per week

### **Mission:**

Our mission is for The Highland Cinema to become the creative centre of Lochaber; providing a fun, vibrant and entertaining hub for local people and visitors to the West Highlands. The aim is to offer an excellent Cinema and exceptional Café Bar, in beautiful surroundings full of Highland hospitality.

### **1 Job purpose:**

In co-operation with other staff members, to provide excellent high standards of customer hospitality, care and service. The post holder will carry out all the duties required by the management, as directed by the General Manager, in any area to which you are assigned.

### **2 Duties and responsibilities:**

- To ensure all customers are welcomed into The Highland Cinema and that the customer service we offer during each customer visit is of excellent quality. To ensure the safety and well-being of customers, including assisting an orderly evacuation in the event of any emergency.
- To ensure health and hygiene is maintained to the highest order, in particular to adopt all of the company Covid-19 protocols and to undertake all relevant and necessary training as deemed appropriate by the Highland Cinema Management in order to fulfil your role.
- To check all customers have correct tickets for each screening or event and are seated appropriately, and to monitor screenings to avoid any disruption or disturbance as far as possible.

- To work with other staff members to ensure the smooth running of all screenings and events.
- To monitor all public areas, and immediately report any unruly patrons, or unusual events to the General Manager or Deputy (failing their availability, the 'person in charge'), and assist as necessary in dealing with such occurrences. To ensure cinema auditoriums, public areas and staff areas are well maintained and to assist in keeping the cinema tidy and well presented at all times.
- To follow The Highland Cinema's standard of customer care and always deal with service and complaints in a polite and friendly manner. To always treat customers as you would want to be treated.
- To undertake and implement any training as required by the General Manager, including further customer service staff training.
- To follow company rules and training to work in compliance with relevant current statutory regulations.
- To observe the highest standards of personal hygiene and ensure that you report to work on time, clean, tidy and correctly dressed.
- To follow, at all times, all company rules as laid down in the staff handbook, and maintain a flexible attitude to allow the company to best utilise your skills as business demands. This includes sickness and holiday cover, special events and external events.
- To carry out any other reasonable duties as required.

All staff of The Highland Cinema have a statutory responsibility to take all reasonable care of themselves, others and the environment and prevent harm by their acts or omissions. All staff are therefore required to adhere to The Highland Cinema's Health, Safety and Environmental policies and procedures. Each member of staff has an individual and collective responsibility to promote the values, vision, aims and objectives of The Highland Cinema.

### **3 Organisational responsibility:**

This position reports to the Bar and Front of House Manager.

The above is designed to help you in understanding your role and is not intended to be a definitive list of your duties, as flexibility in meeting The Highland Cinema and Customers' needs is required by all employees.

#### **4 Benefits:**

- T-shirt provided.
- Free meal on shift, plus free cinema tickets.

## **HOW TO APPLY**

Please submit your CV plus a short covering letter describing why you would like to work with The Highland Cinema and what you think you can bring to the role, to [hr@highlandcinema.co.uk](mailto:hr@highlandcinema.co.uk)

If you have any questions about this role, call us on 07391 539 115 - 10am and 4pm.

## **CLOSING DATE AND INTERVIEWS**

Applications must be in by **5pm, Friday 7th August**. Interviews will be held in August, with a provisional starting date of September. An exact starting date will be provided upon the issuing of a formal offer to you.