



CREW WANTED: FRONT OF HOUSE

Location: Fort William, Lochaber, West Highlands of Scotland

Hours of work: 30 hours + a week (permanent and seasonal positions available with immediate start).

Directly reports to: Duty Managers / General Manager

1 Overview

We're looking for cheery, experienced, full-time Front of House staff to add to our existing crew. If you have experience working in a vibrant, busy bar and café / restaurant environment, a passion for customer service and the ability to shine in diverse roles, we'd like to hear from you!

Successful candidates should ideally be barista and / or bar trained, with the flexibility to work across the box office, bar and restaurant. However, training will be given for the right candidates. Priority will be given to those aged over 18, as we ideally need staff members to be able to work behind the bar. We offer excellent rates of pay, tips and incentives for enthusiastic and hardworking people / crew.

2 Vision & Mission

Our vision is to be a thriving, vibrant hub for film, food, culture and excellence in Lochaber, providing a welcoming destination for local residents and West Highland visitors alike throughout the year.

Our mission is to bring a smile to people's faces even on the wettest day, by providing warm, welcoming Highland hospitality, great films, interesting events and a high quality food and drink experience.

3 Background

Highland Cinema opened on the 25th September 2020, bringing big screen films back to Lochaber for the first time in 15 years, in a brand new, purpose-built two screen establishment, that combines cutting-edge technology with a beautiful, iconic and traditional style Highland building.

In addition to showing blockbusters, we aim to be a destination for much more, from classics, indie and arthouse films, to event cinema (opera, ballet, plays and music), plus play host to local festivals, events and live music in our café bar.

Our bright, high ceiling restaurant offers traditional Highland hospitality, with a wood burning stove, cosy seating and a covered terrace overlooking the town square. We offer a range of delicious food, from coffee and scones to artisan pizzas, tasty burgers, fresh salads, simple sides and sweet treats.

4 Duties and responsibilities

- To work diligently, efficiently and cheerfully across the restaurant, bar, box office and other areas as needed, with a willing smile!
- To provide the highest levels of customer service, and to work with the whole team to always promote the Highland Cinema as an outstanding place to visit.
- To ensure the areas you are working within are kept clean, well maintained and presented to a high agreed standard – and to be proactive in ensuring this.
- To maintain and record all health and hygiene requirements and other operational checklists accurately, and to undertake all relevant and necessary training as deemed appropriate by the Management team.
- To undertake such duties as may be reasonably requested and that are commensurate with the nature and level of this post.

All staff of 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.

5 Essential Experience and Competencies

- A positive experience of working in a customer facing role in hospitality.
- Able to handle diverse situations within the same shift, eg, tea and coffee service; café food service; box office tickets; popcorn; bar work; groups; etc.
- Barista and / or bar experience preferred.
- Attention to detail and able to self-motivate essential.
- Articulate and a good communicator.

6 Organisational responsibility

This position reports to Duty Managers and the General Manager. The information here is designed to help you in understanding your role, but is not intended to be a definitive list of your duties, as flexibility in meeting the needs of the business and its customers is expected.

7 Salary details

- £13 per hour depending on age, plus uniform (t-shirt), share of the tips and free cinema tickets.
- Statutory holiday entitlement.

HOW TO APPLY

Please submit your CV plus a short covering letter describing your background, why you would like to join the Front of House Crew of the Highland Cinema and what you can bring to the role, to gm@highlandcinema.co.uk

If you have any questions about this role, please email gm@highlandcinema.co.uk

CLOSING DATE AND INTERVIEWS

Applications are invited at any time. Interviews will be held quickly, with quick starts for the right candidates.