**BG (Lincoln) Ltd**

**JOB DESCRIPTION**

**Title: Customer Service Assistant – The Venue Cinema**

**Hours: Permanent – 30 hours per week**

**Salary:** **£14717.50 pro rata**

**£7.65 per hour**

**Reporting to: Team Manger (Commercial)**

**Job Description**

We are looking for candidates who will work as part of the team to achieve sales targets through a focus on selling and delivery of excellent service to our guests and who will add value to the efficient and profitable running of our business.

The successful candidate must be capable of, or willing to undertake training in, operating our projector system and providing front-end counter service to our customers, including the sale of alcohol. Candidates will be expected to support us in other areas of our business at peak times.

Working hours will include regular evening and weekend shifts.

**Key Tasks**

* To deliver service excellence and develop the customer experience within The Venue.
* To develop the front of house revenues through ticket sales, bar sales and merchandising.
* Adopting responsibility for the projection area when required. This will include projector operation and reporting of maintenance issues in a timely manner to ensure continuity of output, ingestion of film onto the servers and live satellite testing and screening as part of the Arts program.
* To ensure that the Venue meets the agreed regulatory compliance frameworks in relation to film classification and alcohol sales.
* Responsible for till control, cash handling and reconciliation of monies and for the generation of sales reports to film suppliers.
* Helping with the Social medial plan, updating The Venue website, ticketing systems, and twitter accounts.
* Answering queries and offering information face to face, over the phone and via email.
* To develop relationships with key staff across other areas of the operation.
* Attend appropriate training and staff development sessions, and participate in an annual performance review process.
* Comply with the University and BG (Lincoln) Ltd’s Health and Safety Policy, legislation and practice.
* Maintain professional standards in relationships, including non-discriminatory practices.
* Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.
* The post holder must operate within the guidelines, procedures and regulations of Bishop Grosseteste University and BG (Lincoln) Ltd.
* The post holder must operate within the University’s and BG (Lincoln) Ltd’s Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies.

**BG (Lincoln) Ltd**

**PERSON PROFILE**

**CUSTOMER SERVICE ASSISTANT (THE VENUE)**

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|  | **Core** | **Supplementary** |
| **Education/qualifications and special training** | 5 GCSE passes or equivalent at grade C or above.  Hospitality based apprenticeship (level 2 or higher) | Cinema projection or experience with technical equipment  Alcohol / Age Related Sales training. |
| **Experience** | Experience gained within a customer service environment. | Experience gained in a customer facing environment within a film or arts environment  Strong interest or hobby related to film or arts. |
| **Knowledge and skills** | Able to use and utilise Microsoft Office applications, especially Word, Excel and Power point.  Able to manage a busy and diverse workload, prioritising and responding to situations in a calm and professional manner.  Effective communication skills; approachable and supportive, able to sustain good working relationships. | Knowledge of current film and arts culture. |