

JOB DESCRIPTION

Job title :	Front of House Assistant, Filmhouse, Edinburgh
Responsible to:	All Managers
Hourly rate:	£9.50 (National Living Wage)
Contract Type:	Fixed-term until end of September, part- time
Hours:	Minimum 10 hours per week
Start date:	As soon as possible
Age Restriction:	18+ (As ushering duties include 18 certificate films)



Application Process:

Please apply by submitting the completed application form by 5pm on Friday 11th June through the following link to apply: <https://hr.breathehr.com/v/front-of-house-assistant-usher-box-16933>. Interviews of shortlisted candidates will be held via Zoom. However, if a candidate prefers to interview in person, they are advised to write to Kristina.Vysotskaya@cmi-scotland.co.uk to discuss the required adjustments to the process.

Centre for the Moving Image

The Centre for the Moving Image (CMI) is a national organisation with bases in Edinburgh and Aberdeen. It is aiming to use film in all its guises to transform people's lives – through the watching, making and understanding of film.

The CMI currently incorporates Scotland's leading independent cinema, Filmhouse, the world's longest continually running film festival, Edinburgh International Film Festival, the Filmhouse Café Bar, and the home of film in Aberdeen, Belmont Filmhouse.



Filmhouse is a founding member of the Edinburgh Cultural Venues Group, Edinburgh International Film Festival is a founding member of Festivals Edinburgh, and Belmont Filmhouse and CMI are founding members of Culture Aberdeen.

Application Information

Thank you for your interest in a position with Filmhouse. The number of hours will be around 10 per week and priority will be given to applicants who are available to work across a range of shifts as we require cover for daytime, evening and weekends. Please note that we require all staff to be fully available for the EIFF dates (18-25 August 2021).

Filmhouse Front of House Assistants are part of a team who work to deliver a great cinema experience to all our customers. In addition to the many external festivals hosted by the Filmhouse throughout the year (Take One Action, Africa in Motion, Scotland Loves Anime, French, Italian and Spanish Film Festivals) the Filmhouse is home to the Edinburgh International Film Festival and our Front of House team are an integral part of the success of this film festival. During 2021 the film festival will include free outdoor



screening at Port Edgar and St Andrews Square, Edinburgh, and successful applicants will also be working at those events.

We want to attract the widest possible range of candidates to work with us. If you've never worked in a cultural venue before you might have other experience, such as retail, supermarket or volunteering, that's something we value and look for. We think that if you love watching films that will make it more fun for you to work here – but don't think we want you to know about French Cinema or film history. Use your application to tell us e.g. how you've supported colleagues, kept customers safe or welcomed people with disabilities in your previous role.

We particularly encourage applications from people who are currently underrepresented in the Scottish and UK arts sector, including people from lower socio-economic backgrounds, LGBTQIA+ people, people with caring responsibilities, people from diverse ethnic and cultural backgrounds, people who experience racism, disabled and neurodivergent people and people in the d/Deaf community. If you are a member of one of those communities and would



love to apply but find the application form prohibitive please contact our HR Administrator Kristina Vysotskaya on Kristina.Vysotskaya@cmi-scotland.co.uk .

Filmhouse is a COVID-secure environment working to Government guidelines to ensure that the workplace is safe for our employees. This role involves working with the public during Covid-19. If you are successful in your application we will provide training and support to ensure you aware of our risk assessment and understand the mitigations we have in place.

To apply:

- Please ensure you complete all parts of the application form as fully as possible. Do not attach a C.V.
- In the supporting information statement of the application form, please include why you are interested in this post and what skills and experience you will bring to the role. Particular attention should be paid to your previous experience in customer care, health and safety, organisation

skills, accessibility and inclusion. Please describe your availability, including any dates known to you when you will not be available (holidays planned, etc).

- The application deadline is 5.00 PM on Friday 11th June

Principal Responsibilities

- To ensure that all our customers are welcomed into our venue and that the customer service that we offer during each screening is of excellent quality
- To keep customers and colleagues safe by rigorously following Health and Safety Procedures, including Covid-19 procedures
- To sell tickets for all Filmhouse/EIFF screenings and events
- To provide administrative support for the Filmhouse Membership scheme.
- To work with duty managers and other staff to ensure smooth running of screenings/events
- To monitor screenings to avoid any disruption or disturbance as far as possible

- To work with duty managers and other staff to ensure smooth running of screenings/events
- To ensure cinemas, public toilets and specific staff areas are clean and tidy and appropriately stocked
- To undertake any other reasonable duties as directed by duty manager

Person specification

- Excellent customer service skills
- Excellent interpersonal skills
- Ability to undertake training pertaining to evacuation and health and safety within venue
- Interest in / enthusiasm for cinema

Desirable attributes

- Experience in supporting customers with Disabilities
- Experience in working with the public during Covid-19

Environmental Sustainability

1. It is the responsibility of all staff to minimise the CMI's environmental impact wherever possible and adhere to the company's Environmental Policy. This will include:

- o recycling;
- o switching off lights, computers, monitors and equipment when not in use;
- o helping to reduce paper waste by minimising printing/copying and reducing water usage;
- o reporting faults and heating/cooling concerns promptly; and
- o minimising carbon footprint when travelling.

2. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Equal Opportunities Policy Statement

CMI is an equal opportunities employer, and as such aims to treat all employees, consultants and applicants fairly.

It is our policy to provide employment equality to all, irrespective of:

- Gender, including gender reassignment
- Marital or civil partnership status
- Having or not having dependants

- Religion or belief
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Sexual orientation
- Age

CMI Values – Summary

The CMI has developed the following values, which underpin what it does, why it does it, and how it does it. The CMI believes that embedding these values in all that it does will:

- Assist in the long term sustainability of the CMI
- Enhance the programme – its range, its depth and its reach
- Attract a wider range of audiences to engage with film
- Reflect the staff team’s motivations and ambitions
- Underscore the importance of mutual trust and respect: with each other, with partners (including industry, funders and donors, and sponsors), and with audiences

- Assist in enhanced planning, prioritisation, focus, communications and systems

inclusive

- We are open, accessible, and respectful
- We believe in diversity and are committed to equality
- We believe in working collaboratively with individuals and organisations in making a positive difference
- We will actively seek out and work with people and organisations with a wide range of voices, with different experiences and from different backgrounds to ensure that our work is authentic

inspiring

- We are focused on artistic quality and excellence
- We believe in the power of film to change lives
- We are confident, positive and a leader

innovative

- We are bold, creative and passionate
- We are inquisitive, challenging and risk taking
- We believe in understanding the present and shaping the future

integrity

- We are professional, accountable and transparent
- We are authentic, engaging and honest
- We believe in independence of voice and genuine choice for audiences
- We believe in developing and delivering our strategy sustainably – for the organisation, for the environment, for society

June 2021

