

WATERSHED

Job Description

May 2022

Job title: Front of House General Assistant

Dear Applicant

Thank you for your interest in the above position. Please find enclosed a job description including person specification and terms and conditions of employment. Please consider these carefully and decide whether you wish to apply.

Watershed's first value is **Inclusive - We are people led**. We listen to and engage with the broadest range of people. This letter lays out some of the steps we are taking to create a more inclusive recruitment process. Many of these steps are new to us, so feedback and questions are very welcome.

Before you apply

You may not have worked in a cultural organisation before, or in an organisation like Watershed. Perhaps you have worked in *a hospitality setting or conferencing and events*- which are very transferable contexts. If you are from a background that is underrepresented in the culture sector (for example you are from a community that experiences racism or you are a disabled person (as defined by the Equalities Act 2010), or you did not go to University or had free school meals as a child), and you would like support to articulate how your experience is transferable to this role, you can book time with us (we will ensure the person you meet is not involved in the recruitment process). They would be pleased to help you think this through. Please request this by emailing our *HR Manager* – hr@watershed.co.uk (we will not ask you to disclose your background).

We believe our work will be stronger with greater diversity and welcome applications from those who bring balance to our team. Watershed welcomes the whole person to work, and we understand that each of us bring our experiences, our backgrounds and our own unique lens to what we do. Supporting our staff means they are not appointed to represent specific groups or organisations.

Timeline

The closing date for all applicants is: **17:00 Wednesday 15th June**

We will contact all long-listed candidates by: **Friday 24th June**

In order to broaden the field of candidates, the Watershed team will aim to meet all candidates who meet the essential criteria for group interviews, these will happen on **Thursday 30th June and Friday 1st July**. This will be an opportunity for you to ask us more about the role, and for us to learn more about you.

We will then hold second interviews in the first week of July.

Please **DO NOT** include your CV as it will not be considered. Please put all relevant information on your expression of interest.

We are striving to understand more about who applies to work with us. We invite you to complete our anonymous equal opportunities monitoring form, which will not be shared with anyone involved in the recruitment process.

Watershed will work with candidates to ensure their access needs are met during the interview process and will ensure access requirements do not factor in decision making.

Thank you for your interest in Watershed.

Helen Jaffa
Operations Manager

WATERSHED

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Position: Front of House General Assistant

Grade: 6

Responsible to: FOH Duty Managers and FOH Supervisors

Purpose of Job

The primary role of the Front of House General Assistant is to monitor the cinemas and/or event spaces, with particular regard to the safety and comfort of customers including taking the lead in the event of an emergency evacuation.

In addition, the Front of House General Assistant works flexibly across the organisation providing support at General Assistant level in other areas of the business as may be required.

Whilst on duty, the Front of House General Assistant responds to customer queries regarding Watershed's services and programme in a courteous and effective manner, providing a welcoming and informed response.

Principal Responsibilities

- Provide effective, efficient and courteous customer care for patrons attending events (including screenings) at Watershed.
This includes the collection of tickets prior to entry to an event, dealing with customer enquires in respect of the event and ensuring customer needs during and immediately after the event are fully met. This includes access needs such assistance with seating and communications.
- Monitor auditorium spaces to ensure a comfortable, safe environment for customers and ensure Watershed guidelines regarding the use of its spaces are complied with.
- Ensure auditorium spaces are tidy and ready for use at all times.
- When on duty in a screening event, monitor the screening with regard to picture and sound quality, relaying any problems to the projectionist or appropriate Duty Manager immediately.
- Assist in the sale of confectionary and any other merchandise to patrons as required, paying attention to accurate cash handling and security of a small cash float.
- Provide support at General Assistant level in other areas of the business as may be required
- Contribute to the smooth running of Watershed's business operation by communicating and co-operating effectively and courteously with customers and staff in all areas of the building, taking a proactive approach.

- Participate in staff meetings and training and development opportunities as required,
- Actively support, encourage and have an awareness of general Watershed activities;
- Adhere to all Watershed policies, practices and procedures.
- Actively support and promote Watershed initiatives

Health & Safety

- Ensure safety guidelines are complied with, under advice from the Duty Manager, and act as Fire Officer for the Cinemas/Event Spaces following an evacuation procedure.
- Attend monthly fire drills to stay up to date with current evacuation procedure and practice various scenarios with other operational staff.
- Comply with and maintain health, safety and hygiene standards within all catering areas;

Key Performance Indicators

The successful candidate will:

- Be reliably punctual and available for customers before, during and after screenings.
- Deliver the highest standard of customer care to staff and customers at all times
- Be flexible in relation to additional shifts.
- Take a pro-active approach to maintaining the cleanliness and appearance of their surroundings.
- Ensure a comfortable environment and cinema usage guidelines are adhered to.
- Be able to maintain an approachable and confident manner.
- Cooperate and communicate effectively with others in the department and building.
- Ensure a safe and healthy work environment in compliance with safety guidelines.
- Be able to represent Watershed's Vision and Values through their work.
- Is a team player and an advocate for Watershed
- Completes tasks to agreed standard with minimal supervision
- Complies with and maintains health and hygiene standards in all areas

Essential Criteria

- **Customer Service Experience**
 - Demonstrable experience in a customer focussed environment
- **Excellent Communication Skills**
 - An ability to communicate effectively with a variety of people
- **Flexibility**
 - Availability to work daytimes, evenings and weekends, and the ability to respond to the need for shift cover
- **Team work**
 - Experience working collaboratively within a team to achieve a common goal

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Watershed Values

The Watershed brand is unique, trusted and respected and is driven by the following shared values which are clearly articulated. Ability to master and represent Watershed's Vision and Values is therefore important.

Watershed is:

Inclusive	We are people led. We listen to and engage with the broadest range of people.
Open and Honest	We provide a culture and environment that is trusting, trusted and trustworthy.
Make Things Happen	We approach opportunity and challenge creatively, collaboratively and with a can do attitude.
Entrepreneurial	We are inventive, try new ideas, experiment, learn and share.
Celebratory	We celebrate culture, creativity and wonder.

Additional information:

- The post-holder will be required to undertake such other comparable duties as may be required by the Head of Department'.
- Watershed is open seven days a week, including Bank Holidays (Christmas Day and Boxing Day are the only exceptions). Watershed is a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.



Watershed is a Social Enterprise Mark holder. Social Enterprises are businesses whose products and services create both social and environmental benefits.