

The WTW-Scott Cinema Group is seeking to appoint a Full Time Supervisor, in East Grinstead. Supervisors are responsible for supporting the Management team in the day-to-day running of the cinema, and are able to deputise for the Manager and Duty Manager in their absence. No two days are ever the same, and it's your responsibility to make sure each and every customer has the best possible experience, as well as making sure that while you are on solo shift duty, your cinema operates safely and in compliance with all head office and local licensing requirements. You will have the opportunity to undertake off-site training.

**The Cinema**

East Grinstead is a 3-screen cinema, part of a larger leisure building that also houses pubs, clubs and a gym. The cinema attains around 100,000 admissions per year. The bar (with its outside rooftop seating terrace) trades successfully with an average daily retail spend per head of £2.50. The cinema is successful with mainstream film product, though independent films and Event Cinema are growing in popularity. The cinema foyer areas have recently been refurbished to a high standard, with an Auditoria refresh to follow during 2018.

**About You**

We are looking for someone with some experience in a leisure or retail environment, with experience in a customer facing role. You won't necessarily already be a supervisor or manager, but you'll be keen to move up the ranks from your current position. You will possess excellent customer service skills, and the ability to lead from the front as well as comply with instructions issued by the Manager. You will understand the importance of back office admin, stock control, and cash procedures. We're not necessarily looking for someone with a background in cinema, but any knowledge of the industry will help your application. We offer full on-site and off-site training in all areas. Above all, you must be keen, willing to learn, and have a strong love of Film.

**The Job Description**

- Runs the cinema in a customer facing environment, deputising for the Manager & Duty Manager where appropriate.
- Sale of cinema tickets, refreshments and alcohol. Ushering and cleaning duties as appropriate to the role.
- Helps the Management team with stock control, such as merchandising, rotation, wastage control and ordering.
- Acts upon instructions issued by the Manager, General Manager, Support Manager, Accounts Manager, and Company Directors.
- Readies the cinema for the day ahead, including controlling the digital projection system if and when necessary.
- Cashing up at the end of the day, and readying takings to be banked.
- Ensures the highest standard of customer service at all times.

**Key Skills**

- Good working knowledge of MS Word & Excel.
- IT knowledge to include the use of email, and the ability to use and adapt to proprietary company software.
- Excellent customer service standards.
- Good mathematical skills when working with money, spreadsheets and figures.
- Good communication and interpersonal skills.

**Pay & Benefits**

This position is hourly paid, and the rate of pay for this position is negotiable depending on experience. The position is for an average of 40 hours per week. Shifts will include evenings, weekends, bank and school holidays, and will include a mix of shifts managing the building in a solo capacity after training, sickness and holiday cover, and of course general operational shifts. We offer paid breaks, 28 days' annual leave, automatic enrolment into a pension scheme, discounts on refreshments and free cinema tickets for yourself and your family.

**Applications**

To apply for this position, please drop a covering letter and CV into the cinema. Alternatively, send it by e-mail to [customerservice@scottcinemas.co.uk](mailto:customerservice@scottcinemas.co.uk), or by post to: Manager, WTW-Scott Cinemas, 5th Floor Atrium Building, King Street, East Grinstead, RH19 3DJ. **The closing date for applications is Friday 2<sup>nd</sup> February.**