



Guest Experience Coordinator Job Pack

Job Title: Guest Experience Coordinator

Location: Based from Jam Jar Cinema, 18-24 Park Avenue, Whitley Bay

Reporting to: Head Of Operations

Holiday: 28 days per year, including bank holidays, pro rata.

Contract: 30 hours per week. Including 3 weekend evenings in 4. (Fixed Term for 18 months)
Subject to a 3-month probationary period.

Salary: £19,200 per annum pro rata

Apply: Visit www.jamjarcinema.com/jobs we do not accept CVs.

Deadline: 5pm Friday 1 February 2019. Late applications will not be considered.

Interviews: Wednesday 13 February 2019. Only shortlisted candidates will be notified.

JAMJAR
CINEMA & LOUNGE BAR

Background To The Role:

Jam Jar Cinema was established to bring affordable, enjoyable and community focused cinematic screenings to Whitley Bay and North Tyneside. As a social enterprise, we're directly accountable to our local community and we programme films for residents, worker and visitors to the area. The business has grown significantly over the last 3 years and we are now on track to welcome 50,000 visitors this year. The Guest Experience Coordinator will be a crucial role who will join us at an exciting time in our growth. We're securing the lease on an adjacent empty property where we will be opening a second screen, new bar facilities, meeting space and becoming fully accessible with a target opening of August 2019.

We'll be able to take films on release but also be able to show a greater number of releases, at times to suit more guests. It is anticipated that this addition will increase our audience figures to 75,000 admissions. As the business grows we're keen to remain focused on our patrons, our friends and our stakeholders. The Guest Experience Coordinator will be key in ensuring we maintain a brand standard, are engaging with the community and fulfilling our aim to be a world class cinema experience.

The ideal candidate will be a highly motivated and confident individual who will play a key part in Jam Jar Cinema striving to achieve our key business and retail objectives. You'll have the ability to lead a small team and demonstrate excellent communication skills with a capability and willingness to develop a team. You'll more widely support the venue in conjunction with both the Head Of Operations and Managing Director.

Key Accountabilities:

- Take pride in our cinema operation and be focussed on the guest experience. This includes all elements of the guest 'journey' from booking tickets to leaving the building.
- Ensuring our communications are clear, concise, relevant and representative of our venue.
- Deliver customised training to all staff at the venue and implement strategies so all staff are confident and competent in their job role through on the job training, constructive feedback with on the spot coaching to develop their skills and performance.
- Serve as Duty Officer cover of the venue and ensure high operational standards and the implementation of all Jam Jar Cinema policies whilst leading the venue.

- In cooperation with the Head Of Operations, drive retail sales by offering new, diverse products, engagements and events.
- Maximise performance of the cinema by helping others to increase sales and control costs. You'll give insight and instruction to ensure that we have the right people in the right place, at the right time.

Financial Management:

- Ensure accurate cash and card handling by team members and accurate accounting policies are being followed on close of business.
- Create, track and implement retail strategies to increase overall spend per head on concessions at the venue.
- Work closely with the Head of Operations to set and manage the venue budget, staffing and on going improvements

Building Management:

- Be the eyes and ears from the customer perspective, in consultation with the Managing Director, plan and implement a proactive maintenance programme
- Act as the 'go to' person for team members to report building issues that may affect their job role or the customer experience.
- Ensure the regular inspection, cleaning and servicing of all front of house appliances.

Customer Experience:

- Provide Duty Officer cover for no fewer than 3 days per week including 3/4 weekend evenings. Other days/times will be flexible on a rota basis with fellow Duty Officers.
- Ensure the venue has a proactive approach to delivering an inclusive and accessible experience to a diverse audience base. This may include some social media, design and communication work.
- Create and deliver a new and exciting approach to training, engaging staff in the delivery of world class customer service.
- Act as an ambassador for Jam Jar Cinema, being willing to deputise for The Head Of Operations or Managing Director as required.
- Ensure a level of of brand consistency across all of our concepts.
- Always lead by example and empower the venue team to achieve venue goals.
- Be open and honest and use your best judgement to deal with guest issues
- Be optimistic, spontaneous and enjoy spending time with colleagues and guests.

Person Specification:

Essential:

- At least 1 years experience of supervising a team with training responsibilities.
- At least 1 years experience in a customer facing role, with experience of dealing with challenging situations.
- Demonstrable experience of problem solving.
- Proven experience of delivering excellent customer service.
- Demonstrable commercial acumen and a growth mindset
- Strong communication and literacy skills.
- Willingness to work flexibly and as required.
- Applicants must be 18 years or over owing to a legal requirement for the independent sale of alcohol
- Capable of working productively with people at all levels of the organisation.
- IT literate.
- Knowledge of social media platforms including: Facebook, Instagram & Twitter.
- A keen interest in film, arts and culture with an awareness of wider activity across the region.

Desirable

- Experience of ticketing systems
- Experience of working in film exhibition, hospitality or leisure.
- Knowledge of artwork and image software.
- Personal Licence holder
- Experience of communicating in front of audiences.

How to Apply

Please visit our website www.jamjarcinema.com/jobs for an application form.

Please make sure you address all points in the person specification. If you do not, your application will not be shortlisted. You should send your completed application for to info@jamjarcinema.com

Alternatively, to Jam Jar Cinema, 18-24 Park Avenue, Whitley Bay, NE26 1DG

The deadline for applications is 5pm Friday 1 February 2019. Late applications will not be considered. Shortlisted candidates will be notified by 5pm Tuesday 5 February 2019 and interviews will take place on the afternoon and evening of Wednesday 13th February. Only shortlisted candidates will be notified and are only able to offer feedback to shortlisted candidates.