



**CUMBERNAULD THEATRE TRUST**  
**Customer Service and Cinema Assistant**  
RECRUITMENT PACK & JOB OUTLINE

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**Background information**

Cumbernauld Theatre seeks a Customer Service and Cinema Assistant to join our vibrant team at Lanternhouse, the brand-new performing arts venue in Cumbernauld.

Cumbernauld's new cultural home for theatre, cinema, music, comedy and dance will offer state of the art facilities alongside performing arts classes and community creative learning projects. With a 270-seat main auditorium, 100 seat studio theatre, 80 seat cinema and dance studio this is an exciting opportunity to help us to build and enhance Cumbernauld Theatre Trust's relationships with organisations and individuals living and working in the Cumbernauld area and to further cement the new arts venue as a cultural hub for the whole community.

**Our Vision**

Cumbernauld Theatre creates meaningful opportunities for artists, audiences and participants to connect, exploring the power of the arts to enrich and transform all our lives, enabling a life-long creative journey for individuals, families and groups from across all our communities.

**Our Mission**

To achieve this we develop progressive, contemporary productions, projects and programmes of work that have relevance and resonance with our audiences and participants. This work is informed by place, by our new arts centre and by a desire to deliver affordable access to culture for everyone at all life-stages.

The object of the Company is to develop the conditions and skills for culture to thrive in Cumbernauld, to nurture, produce and present performing arts, cinema, exhibitions and entertainment for the enjoyment and enrichment of all of the communities of Cumbernauld and North Lanarkshire.

To value, trust and support our creative community, to facilitate an open and inclusive approach to designing, delivering and evaluating our activities to reflect and meet the needs of our community.

To advocate and support arts programming, arts creative learning and community engagement in partnership with public bodies, charities and community organisations operating in our community to support policy areas for health and wellbeing, economy, education, reducing inequality, encouraging diversity and realising an environmentally sustainable future.

To strive to produce and present a performing arts programme that celebrates cultural excellence, the innovative, critically challenging, the original, ever-changing and dynamic form of Scottish Culture.

To provide inclusive, accessible performing arts skills acquisition to nurture creativity in our community. To engage our community in our arts programme decision making, to be inclusive in our view of culture, open to emerging, popular, established and formal cultural activity and celebrate our local culture.

## **Our Values**

We will be proactive agents of change, showing clear community leadership, working in partnership, advocating for the transformative power of arts, with an environmentally responsible operating plan delivering a sustainable social enterprised cultural hub with long-term resilience.

## **About Us**

Cumbernauld Theatre is a performing arts charity that produces and presents theatre, music, dance and comedy for the community of Cumbernauld and North Lanarkshire.

From our new home based on the Cumbernauld Academy Campus, Cumbernauld, we deliver an all engaging and inclusive professional programme for the entertainment, enjoyment and enrichment of our diverse community.

We believe our work has transformative and empowering potential. Working at the heart of our community we are building creativity, broadening perspectives, supporting community cohesion, enhancing life experiences and investing in performance arts skills development for a creative, innovative, fairer Scotland.

The new arts venue will be a vibrant centre for inclusive community creativity and

Cumbernauld's new cultural home for theatre, cinema, music, comedy and dance and get-togethers in our welcoming café/bar.

**CUMBERNAULD THEATRE TRUST**  
**JOB OUTLINE**

<b>Post:</b>	Customer Service and Cinema Assistant
<b>Reports to:</b>	Customer Service Manager
<b>Direct Reports:</b>	NA
<b>Location:</b>	Cumbernauld Theatre at Lanternhouse, Cumbernauld
<b>Pay Grade:</b>	£9.90 per hr – (pro rata £18,018 pa)
<b>Contracted Minimum Hrs:</b>	Minimum Weekly Hours 15
<b>Contract Type:</b>	Permanent

**Job Purpose and Scope**

The principal role of the Customer Service and Cinema Assistant is to help deliver an effective and efficient, high quality box office and customer service function for all customers of the venue. To carry out administrative duties relating to the sales of tickets of the live performance and cinema programme for Cumbernauld Theatre Trust, to ensure that customer requirements are fully met. The job also entails administration and upkeep of the cinema schedule and projector.

The Customer Service and Cinema Assistant works as part of a team, under the direction of the Customer Service Manager, and in close liaison with CTT colleagues. The post holder will work together with a team of Customer Service and Cinema Assistants to assist in delivering a box office and customer service function to our customers to meet the needs of the venue and its customers and to ensure that the service is operating efficiently and effectively to support an ongoing programme of arts and community events.

The working environment will be extremely busy with varying demands on time and requires a willingness to work flexible hours including evenings and weekends to meet the needs of the service.

The post holder works within the context of relevant legislation and Cumbernauld Theatre Trust policies to ensure compliance with health and safety, financial and administrative procedures.

The post holder requires excellent customer care, telephone, administrative and IT skills. The post involves working in a busy environment dealing with customer sales and enquiries efficiently and accurately.

A close working relationship with the other members of the Customer Service team and CTT colleagues will be essential. The post holder will communicate and consult with customers, visiting companies, performers, hirers of the venue, members of the public, representatives of

voluntary organisations and of the commercial sector. The post holder will be the face of the company and usually the first contact for anyone calling or visiting the building. They will, therefore, need to be professional, well dressed and presentable at all times.

The post holder will be customer focussed with an eye for detail and will respond positively to the knowledge that customers have the opportunity to feedback on the quality and presentation of the venue and will actively seek and encourage their feedback.

The post holder is expected to be committed to our vision and values, supporting our ambitions and the delivery of our creative artistic programme, and to be an advocate for the valuable arts and the cultural role that the CTT plays in the communities in Lanarkshire.

**Key Tasks:**

- Deliver a welcoming and helpful box office and customer service function, managing incoming ticket sales over the phone and in person, being polite and friendly and offering assistance whenever it is required.
- Provide a high-quality reception and information service, including dealing with general enquiries and complaints from service users and members of the public and dealing with email and telephone enquiries ensuring that all customer enquiries are dealt with courteously and efficiently.
- Ensure the front of house area looks presentable and tidy at all times
- Be proactive in promoting the venue, its programme and facilities and the work of CTT.
- Record incoming parcels, distribute and process outgoing mail.
- Deal with all reception related financial transactions, ensuring financial reconciliations and preparing end of day banking.
- Maintain information systems, as required, including the operation of computerised databases and spreadsheets.
- Assist in preparing mailing for marketing purposes
- Attend team meetings and contact meetings
- To carry out any other such duties as may be required by the Customer Service Manager/Operations Director/Communications & Engagement Manager.
- Sell food, drink and merchandise (café bar/kiosk)

**Main Duties and Responsibilities:**

- Operate a computerised box office for the sale of cinema and live performance tickets to customers on the phone, in person and online ensuring excellent customer care.
- Deliver a welcoming and helpful reception and information service by being polite and friendly and offering assistance whenever it is required. Dealing with general enquiries from service users and members of the public and dealing with email and telephone enquiries ensuring that all customer enquiries are dealt with courteously and efficiently.
- Be proactive in promoting the venue, its programme and facilities and the work of Cumbernauld Theatre Trust.
- Carry out administrative tasks, cash handling, financial reconciliation and general office duties required by the management.
- Assist in preparing mailing for marketing purposes and promoting future events.
- Showing customers to their seats in the cinema and theatre, taking responsibility for their safe evacuation and safety during performances.
- Selling snacks, drinks and merchandise from a kiosk at box office.

- Daily use of the computerised box office system and reception. Ensuring excellent customer care and contributing to the effective operation of the venue through communication with colleagues, staff and users.
- Assisting with the input of films, trailers and adverts into the server system and scheduling playlists.
- Helping with the upkeep and service of the cinema projector as well as assisting with cinema functions, daily screenings and events.
- To attend and contribute to regular training and information sessions regarding best practice, new procedures and upcoming events etc.
- To set up all shows and events accurately on our ticketing system, Spektrix, for the sale of tickets in person, over the phone and online.
- To have an awareness and are mindful of marketing and sales targets, promotions and special offers and other marketing and development initiatives.
- To undertake administrative duties including emails, word processing, record keeping, filing, photocopying and all other duties required by the Customer Service Manager to fulfil the requirements of the post.
- Deal with cash handling, financial reconciliation and record keeping in accordance with CTT's financial procedures.
- To work with the marketing team in the co-ordination of any promotional display activities and customer related promotions within the venue.

### **Health and Safety**

- To respond to changes in appropriate regulations and guidelines
- To ensure compliance with health and safety and fire regulations and guidance for all aspects of front of house, for staff and users
- To adhere to health and safety legislation and guidance (PPE, RIDDOR, COSHH)

### **Person Specification**

#### **Essential**

##### Knowledge

- Knowledge of box office services
- Cash handling and financial reconciliation
- Understanding of good customer care practice
- Excellent customer care knowledge and skills

##### Experience

- Experience of dealing with public/customers and using negotiation and communication skills
- Experience of cash handling processes and financial reporting
- Experience of using a computerised online Box Office System, searching customer records, amending customer records, ticket sales and processing refunds
- Experience of ushering, working in a Theatre/Cinema

##### Aptitudes and Skills

- A continuous improvement approach to managing people and teams
- Ability to generate imaginative solutions to creative challenges

- Excellent verbal and written communication skills
- Ability to establish good working relationships with a wide range of people
- IT skills especially in Word, Excel, MS Teams
- Ability to organise and prioritise a personal workload, scheduling and forward planning work priorities to ensure deadlines are met.
- Ability to work and communicate effectively under pressure and to deadlines, retaining attention to detail
- a confident and clear communicator
- Must be able to demonstrate attention to detail, accurate cash handling skills
- A self-motivated team player, with an outgoing and enthusiastic personality, with patience and good humour.
- Ability to plan and think on your feet
- Ability to multi-task in a fast-paced cultural environment
- Excellent organisational skills with the ability to prioritise a demanding workload
- Capacity and willingness to learn

#### Personal Qualities

- A strong commitment to making a positive difference to the community
- A commitment to working towards achieving CTT's vision and working within our values and ethos
- Ability to develop effective professional relationships, both internally and externally
- Ability to represent the organisation professionally and confidently
- Ability to respond to crisis, work well under pressure and have a flexible approach to work
- Consistently honest and trustworthy in approach
- Friendly, approachable and engaging
- Punctual, reliable and a strong work ethos.

#### **Desirable**

##### Qualifications and Training

- Spektrix ticketing software
- Xero financial management software
- GDC Server/ Draytex knowledge

##### Knowledge

- Familiarity with the contemporary theatre and performing arts sector
- Interest and knowledge of film industry and community/ commercial cinema
- Knowledge of the Third Sector
- Familiarity with Cumbernauld and the community we serve

##### Experience

- Experience working with the Third Sector and Charities
- Working with the local community

##### Personal Qualities

- An understanding of the importance of anger management and the associated coping strategies, and early recognition of when situations may become an issue

### **Other Essential Information**

- The post holder will be required to adopt and adhere to a uniform dress code
- The post-holder will be required to pass a Standard Disclosure Scotland background check
- A willingness to work a flexible work pattern including frequent evenings and weekends is essential

### **Terms & Conditions**

Title of Post: Customer Service and Cinema Assistant

Salary: £18,018 (£7,722 pro rata equivalent part-time)

Hours: 15 hours per week (exclusive of meal breaks) any 5 days out of 7, to include evening and weekends. Additional hours during busy periods may be necessary to fulfil the requirements of the role. No additional salary will be paid for weeks that require additional hours, however time off in lieu for extra hours worked will be given wherever reasonably possible. These must be authorised in advance.

Contract: Permanent, part-time, with a three-month probationary period.

Holiday entitlement: 25 days per annum (increases by 30 days on completion of five years' service) plus 9 Public holidays, 4 of which are fixed and 5 that can be taken flexibly by mutual agreement.

Pension: CTT operates an auto enrolment scheme to which both employee and CTT will make monthly contributions. The employee has the option to opt out of the scheme if preferred.

Right to Work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006

References: Offers of Employment are subject to the receipt of references that are satisfactory to CTT.

Additional Benefits: A staff discount scheme applies to all employees for cinema, performances and the café.

Notice period: 1 Month

Location: Lanternhouse, Cumbernauld Academy Campus, Kildrum Road, Cumbernauld



## **Application Procedure**

We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds to apply as CTT is keen for the team and its work to be informed by and representative of the diverse communities it serves.

Please send the completed application form by email or post, together with a covering letter to:

Amanda Young  
Operations Director  
Cumbernauld Theatre Trust  
Lanternhouse  
South Kildrum Ring Road  
Cumbernauld  
North Lanarkshire  
G67 2UF

Email: [recruitment@cumbernauldtheatre.co.uk](mailto:recruitment@cumbernauldtheatre.co.uk)

Please mark in the email subject:

Application for Customer Service and Cinema Assistant

**Closing Date for Applications:** Midnight, Sunday 13 November 2022.

**Interviews will take place:** Week beginning Monday 14 November 2022.

**Start Date:** Negotiable

[lanternhousearts.org](http://lanternhousearts.org) | [info@cumbernauldtheatre.co.uk](mailto:info@cumbernauldtheatre.co.uk)

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## **EQUAL OPPORTUNITIES**

At Cumbernauld Theatre Trust (CTT), we want everyone to feel accepted and embraced for who they are, regardless of age, race, disability, gender identity, marital status, faith or belief, sexual orientation, neurodiversity, socioeconomic background, education or family life. We know our industry has a long way to go in accessibility and inclusion, and so we particularly encourage applications from those who do not currently feel they are represented in our workforce and recommit to providing peer support and safe spaces for all staff.

If you'd like to arrange an informal conversation about the role and its requirements, please email [recruitment@cumbernauldtheatre.co.uk](mailto:recruitment@cumbernauldtheatre.co.uk) to arrange a call.

## **STATEMENT of POLICY**

Cumbernauld theatre Trust is committed to a policy of equality of opportunity for its staff (existing and prospective) and customers. The aim of this policy is to eliminate unlawful or unfair discrimination on the grounds of gender, marital status, responsibility for dependents, disability (mental and/or physical), sexual orientation, race, colour, ethnicity, nationality, religious belief, politics, social background, part-time employment, age, trade union activity, employment status, HIV status or gender reassignment and to ensure that no person or group is disadvantaged by unjustifiable reasons or conditions. Employment practices will be operated based on the merits and abilities of individuals and decisions regarding recruitment, selection training and promotion will be based solely on objective, job-related criteria. CTT undertakes to apply employment procedures and practices in such a way as to minimise the possibility of discrimination and to develop means of combating it whenever it arises. CTT will ensure that its Policy is made known to all employees. This Policy applies to advertisement of jobs, recruitment and appointment, training, conditions of work, pay and every aspect of employment.

## **RELEVANT LEGISLATION**

Equalities Act 2010