

BROADWAY

VENUE SUPERVISOR - PERSON SPECIFICATION				
	Essential Criteria		Desirable Criteria	
Experience	Experience of working in hospitality, leisure, conference, cultural or other public venues, with a commitment to customer care, inclusion, and delivering excellent service	A, I	Experience of working in a cinema	A
	Experience of staff management /supervision, providing direction and guidance and achieving high team performance and customer focus	A, I		
	Experience of cash handling	A, I		
	Experience of using CRM systems, computerised ticketing system or similar till system	A, I	Experience of Spektrix CRM system	A, I
Knowledge	Working knowledge of health and safety compliance in a public venue	A, I	Interest and enthusiasm for film and the creative arts	I
	Proficient in the use of Microsoft Office applications	A, I	First Aid and Fire Warden trained (will be provided)	A, I
Skills & Attributes	Creative problem-solver with the ability to embrace and adapt rapidly to change	I		
	Commitment to equality, diversity and inclusion, and ensuring this is reflected in daily work practice and team/customer relations	A, I		
	Skilled in engaging with customers in a friendly and welcoming way, with ability to exercise tact, empathy and assertiveness as appropriate	I		
	Able to plan best use of own time to ensure responsive customer service is balanced with timely delivery of scheduled tasks	I, T		
	Customer-focused with the ability to lead others in the same	I		
	Must be flexible with working hours including evenings, weekends and bank holidays	A, I		

- A = to be demonstrated in the application form
 I = to be demonstrated at interview
 T = to be demonstrated by completing a measureable test