

PALACE CINEMA BROADSTAIRS

Job Description: Front of House Assistant (June 2026)

The Palace is part-time, independently run single screen cinema on Harbour Street, open four days a week. Housed in a listed historic building, it welcomes local & visitor audiences to events, independent film from around the world & the best of the mainstream - one of Time Out's '50 Best Cinemas in the UK & Ireland'.

We're looking for a part-time Front of House Assistant who has a love for cinema, great customer service skills, the ability to work independently as well as part of a team and previous front of house or other customer service experience. **Apply: CV and cover letter to info@thepalacecinema.co.uk with 'FOH Application' in your subject heading. Deadline for applications: Tues 16 June 18:00. Interviews: Thurs 18 / Fri 19 June. To start: w/c 29 June 26**

Responsible to: Cinema Manager (overall), Assistant Manager (on shift)

Purpose of role: To provide friendly, confident and effective service to cinema customers on behalf of the Palace, including handling a wide range of enquiries about the cinema, selling Food & Drink and working on Box Office, accounting for takings and keeping the building clean and tidy.

Person specification: Excellent communication and organisational skills; Willingness to be completely hands on; Friendly, 'can-do' attitude; Good computer skills; Great team player and confident/motivated to work independently; Able to work weekends and evenings; Willing to provide emergency cover if required.

Hours: 1 fixed day per week (Tuesday c.3pm-10.30pm) + cover. **Pay:** £13.50 per hour (age dependent)

Tasks and responsibilities:

Box office sales

- Operate and assist on any ticketing sales to offer an efficient and productive booking system for the public.
- Once trained in basic use, to actively pursue an in-depth knowledge of the Palace's computerised online sales system.
- Be responsible for cash and card transactions made at the Box Office.

Food & drink sales

- Greet customers and take orders efficiently, helping suggest food and drink options.
- Ensure that all food & drink is fully stocked and neatly displayed before each show begins.
- Manage stock display with 'first in, first out' process and notify Manager of lines requiring reordering.
- Be responsible for cash and card transactions made for Food & Drink, including members' 10% discount.

Customer service

- Respond in a friendly and effective way to email, telephone and in person enquiries and deal professionally with enquiries and issues for all visitors including professional companies, hirers and public.
- Respond in a friendly and knowledgeable way to queries regarding Access and customers with access requirements.
- Ensure a thorough knowledge of films and events at the Palace in order to give the best possible customer service.

Other

- Be aware of and enforce all film classifications and identification procedure.
- Support Volunteer Ushers in facilitating smooth screenings and effectively managing any disturbance.
- Ensure all daily operational procedures are carried out within the Palace's Health and Safety Policy.
- Attend any appropriate training sessions related to the Front of House Assistant role.
- Meet the Palace's agreed standards of dress and appearance.
- Carry out daily cinema cleaning including foyer, auditorium, toilets and emptying and removing of rubbish as required.
- Ensure all lost property is correctly logged and stored in the appropriate area.
- Carry out any other duty or responsibility that may reasonably be asked of you by the cinema owners or manager.