

Dear Applicant,

We are seeking to employ individuals for the casual post of **Front of House Assistant**.

This role requires impeccable customer service, a polite, welcoming and friendly manner and the ability to interact with a wide variety of people.

Phoenix hosts a variety of events and attracts a diverse audience for its popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. Our film programme shows the best films from around the world alongside the work of local film makers, as well as international theatre, ballet and music streamed live by satellite to Phoenix. Businesses and community organisations enjoy the contemporary environment for conferencing, training, networking and social events. We also have a rooftop terrace garden with a bar which attracts customers from all over the city throughout the warmer months.

Posts at Phoenix usually attract a great deal of interest and high numbers of applications. Applicants are invited to submit their CV and short covering letter of no more than 200 words, stating your reasons for applying for the post. Within your CV and/or covering letter you must demonstrate that you have the following skills and experience in order to move onto the next stage:

Front of House Assistant

- Excellent customer service skills and at least 1 year's experience in a customer facing role
- Good team working and communication skills
- The ability to complete tasks to a deadline

(Please note that manual handling is an essential part of the Front of House Assistant role.)

Wage: £12.21 per hour. Variable hours each week.

All applicants for this position must be over 18 years old due to health and safety measures.

To apply for this post please submit:

- Your CV
- 200 word covering letter
- Equal Opportunities Monitoring Form

via email to jobs@phoenix.org.uk or by post or hand delivered, addressed to Laura Errington, Phoenix, 4 Midland Street, Leicester, LE1 1TG.

Informal enquiries and questions can be directed to laura.errington@phoenix.org.uk

Please put in the subject line of the email that you are applying for the Front of House vacancy as we are currently hiring for multiple positions.

Applications will be responded to as they arrive, and interviews arranged accordingly so please apply as soon as possible if you are interested.