CURZON

GENERAL ASSISTANT

Curzon

Curzon is the UK's first fully integrated independent film company across production, distribution and exhibition. Curzon is using its 90-year-old prized brand to build a film content-led business that provides unforgettable films in quality surroundings via its Curzon-branded cinemas and digital channels

Purpose of the Role

The General Assistant is the face of Curzon Cinemas providing an excellent service to our customers so as to enhance the experience they have every time they step into one of our cinemas.

General Responsibilities

- Provide excellent customer service at all times, going above and beyond customers' expectations.
- Always be welcoming, professional and approachable
- Take professional pride in how you look and how the cinema looks
- Be welcoming, professional and approachable
- Have a thorough working knowledge of all Curzon products and look for opportunities to promote and sell, including membership, food and beverage, Curzon Film and Curzon Home Cinema.
- Act as an ambassador for Curzon at all times, including other areas of the business such as Curzon Home Cinema and Curzon Film by demonstrating the brand values
- Be a problem solver, look for creative ways to find a positive outcome to any problem, with the customer experience always being the primary driver
- Use your expertise to provide guidance, support and training to other members of the Curzon team.
- Working with the Events team to provide a professional experience for any clients using Curzon as a venue to host an event.
- Work in all areas of the business in line with the requirements of the cinema and in line with the instructions of the cinema management team.
- Be responsible for financial transactions, in line with financial procedures.
- To comply with Curzon's policies and general operational standards and procedures at all times.

- To be vigilant at all times and know the lines of communication and emergency procedures, taking appropriate action to ensure Personal safety and security as well as that of customers and colleagues.
- To undertake appropriate training and professional development as determined by your managers.
- To undertake any other duties as may be reasonably required for an efficient cinema operation.

Personal Specification

- Personable, approachable and welcoming demeanour
- Desire to provide top class customer service at all times.
- Positive, proactive and common sense approach.
- Flexibility and a ‘can-do’ attitude.
- Ability to work under own initiative as well as to take direction from management when required.
- Willingness to act as an ambassador for Curzon at all times.
- A strong work ethic
- Experience of working in a customer service or hospitality environment.
- A genuine and demonstrable interest in film, cinema, and a passion for Curzon and what it stands for.

Our films are all about diversity and we want our teams to be. We are proud to be an Inclusive employer and we encourage applications from diverse backgrounds.

Curzon is also proud to be a Living Wage Employer