

PERSON SPECIFICATION

POST TITLE: USHER, HEBDEN BRIDGE PICTURE HOUSE

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS / TRAINING	<p>Basic literacy (English) and numeracy is required, both spoken and written.</p> <p>Willingness to attend any appropriate training relevant to the duties of the post or required for health and safety reasons.</p> <p>Willingness to read training documentation.</p>	<p>Maths and English GCSEs or equivalent</p> <p>First Aid training</p> <p>Fire Marshall training</p> <p>Manual Handling training</p>	<p>Application Form</p> <p>Interview</p> <p>Certificates</p>
EXPERIENCE	<p>Experience of working with the general public.</p>	<p>Experience in customer care practice.</p> <p>Working in an entertainment venue.</p> <p>Cash handling.</p> <p>Knowledge of health and safety.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
KNOWLEDGE AND UNDERSTANDING	<p>The person should have knowledge and understanding of:</p> <ul style="list-style-type: none"> - the importance of providing a quality public facing service, - the cinema's programme and approach (from our website). 		<p>Application Form</p> <p>Interview</p>
SKILLS	<p>The person will be able to:</p> <ul style="list-style-type: none"> - carry out tasks to the required standard without close supervision; - show initiative and adaptability; - work responsibly and safely at all times; - work to deadlines and under pressure; - work as a team member or alone; - be sympathetic to the needs of users (e.g. ability to work quietly during screenings) - communicate with a wide range of individuals. 	<p>Ability to lift and carry stock around the cinema.</p>	<p>Application Form</p> <p>Interview</p>

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ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
PERSONAL CHARACTERISTICS	Organised Methodical Industrious and self-motivated, taking pride in work output Flexible attitude Reliable and honest Excellent level of attention to detail Able to physically carry out all the duties of the post.		Application Form Interview References
CIRCUMSTANCES / OTHER	Able to work through whole week, including evenings, weekends and bank holidays. Excellent attendance record in previous roles. Willingness to cover annual leave / sickness absence of team members with sufficient notice, as overtime. Commitment to and an understanding of equality and diversity issues within a diverse and multicultural environment. Must be aged 18 or over as per licensing regulations.	Ability to cover team members at short notice (e.g. sickness absence / emergency).	Application Form Interview References