

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.

Engagement with our programme continues to grow with over 190,000 people connecting last year and many more using the café bar, which has become a hub for many who live and work in the city. 97% of our customers say they would recommend us.

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 years' 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: £8.21 per hour Casual post: Variable hours each week

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 Lotte Coleman, Phoenix, 4 Midland Street, Leicester, LE1 1TG

The closing date for applications is 9pm Monday 17th June. Successful applicants will be invited to a group interview full morning or afternoon, on Tuesday 2nd July and must be available for a full day induction on Thursday 11th July.