

ROLE: Hospitality Duty Manager

We are looking for an enthusiastic and experienced Hospitality Duty Manager to help deliver an exceptional customer experience at the Filmhouse Bar. This role will support the Food & Beverage Manager to run food and drink service and other operational areas of the Filmhouse Bar, as well as overseeing Hospitality Assistants whilst on shift to ensure consistently excellent levels of customer service.

Job Summary:

Hospitality Duty Managers are central to ensuring that visitors to the Filmhouse Bar receive an exceptional customer experience. Offering enthusiastic and professional customer care, Supervisors ensure excellent bar and table service by taking and delivering orders efficiently, preparing a wide range of beverages, liaising with kitchen staff, and overseeing the work of Hospitality Assistants to ensure a consistently excellent customer experience for our guests, whether they are sitting down for a meal, buying a coffee, or purchasing tickets and concessions on their way to see a film.

Hospitality Duty Managers are charged with running shifts in the absence of the Food & Beverage Manager, who they will also assist with a variety of operational tasks including cashing up, delegating tasks, overseeing team performance, ordering and maintaining stock, and both opening and shutting down the bar. Duty Managers are required to multitask in a fast-paced setting whilst ensuring standards of service remain high, bar cleanliness and presentability are maintained, and all other aspects of the Filmhouse Bar operation run smoothly.

Vital to this work is a focus on a great customer experience, and an understanding of what makes Filmhouse unique. An independent cinema and charity with a cultural mission to bring the best in independent film to Edinburgh, the Filmhouse Bar team have a crucial role delivering not just our food and drink offer, but the cinema offer as well. Selling tickets to films and events as well as concessions to take into screens, Filmhouse Bar staff are expected to possess excellent product knowledge across both areas, and Duty Managers play a vital role in instilling this approach within their team.

Filmhouse caters to an incredibly broad clientele, from young families to older customers and everyone inbetween, and is also committed to being a great place to work. Creating an inclusive space for the many communities we serve, and demonstrating a friendly, team-oriented approach that encourages both dynamism and a happy, supportive and open work culture, is central to this role. Hospitality Duty Managers play a vital part in creating the welcoming environment that should be the hallmarks of a visit to Filmhouse.

CONTEXT

Filmhouse (Edinburgh) Ltd. is the new company (with charitable status) that now runs the recently reopened Filmhouse cinema as an independent entity; this represents the start-up of a new organisation (distinct from the entity that ran Filmhouse on the same site from 1979–2022).

Filmhouse is regarded as a key cultural institution in the City of Edinburgh and as such is funded by the City of Edinburgh Council (CEC) (primarily to deliver a learning and engagement programme) and by Screen Scotland / Creative Scotland via Multi-Year Funding. Filmhouse consists of four cinemas, a café-bar with a capacity of 100 covers, and a learning and engagement programme. The venue operates seven days a week.

Our purpose is to connect people with film as a life-enriching art form and leisure activity by curating and presenting a highly diverse and culturally inclusive public programme of films and events, and through formal and informal learning and outreach. As a hub for cinema, we offer an anchor for Edinburgh's and Scotland's film culture by providing a home for film lovers and the film-curious; by enabling like-minded partners, and an array of film festivals; and by showcasing work by local filmmakers and students as well as developing and maintaining specialist professional skills and infrastructure. Filmhouse brings value to the community by being a space where people can connect with one another through shared experience of film, in a setting which is financially accessible for audiences.

Filmhouse aims to create a diverse and inclusive workplace, and we are committed to building a team that reflects a wide variety of skills, perspectives and backgrounds. We are an equal opportunities employer and encourage applications regardless of age, sex, gender identity, sexual orientation, gender reassignment, marital status, pregnancy, parenthood, religion or belief and disability. If you require any reasonable adjustments in our recruitment process, please let us know.

Filmhouse is committed to the Fair Work principles.

Job title: Hospitality Duty Manager

Salary: £13.50 p/hour

Hours: 37.5 hours per week, with a variety of shift patterns across daytime, weekends and evenings from Monday-Sunday.

Benefits: Free cinema tickets, free meals whilst on shift, substantial F&B discounts, staff screenings and other benefits are offered alongside Filmhouse's salary and holiday provisions.

Responsibilities:

- Provide an exceptional customer service through friendly and professional interaction with customers.
- Supervise Filmhouse's hospitality team, who deliver the cinema's bar service function, whilst on shift, to ensure that day-to-day bar operations are delivered effectively and that tasks are delegated, with a view to maximising the sale of food and drink, cinema tickets, concessions, and memberships for Filmhouse.
- Take on any necessary responsibilities in addition to the above when the Food & Beverage Manager is not on shift.

- Accurately take food and beverage orders and ensure their delivery in a timely, professional and friendly manner.
- Prepare and serve drinks and snacks while ensuring quality, consistency, and proper presentation.
- Make sure that all health and safety and statutory provisions related to front of house operations, particularly fire safety, accessibility, and evacuation procedures, are followed whilst on shift.
- Maintain cleanliness and organisation in both the bar and dining areas, and ensure that cleanliness and hygiene standards are upheld in all guest and staff areas, including restrooms, ensuring compliance with health and safety regulations.
- Support Hospitality Assistants during busy periods to ensure smooth and efficient service, as well as overseeing their work whilst on shift.
- Deliver staff training as and when required, including the delivery of trial shifts and onboarding for new team members.
- Delegate tasks to team members to ensure efficient and consistent service delivery.
- Handle customer queries, requests, and complaints professionally and promptly.
- Process payments accurately using our point-of-sale (POS) system, troubleshoot any POS issues with frontline staff, and generally support both the Food & Beverage and Cinema Managers in the maintenance, improvement and development of Filmhouse's POS system (INDY) to ensure efficiency of service and the maximisation of sales.
- Continuously develop product knowledge to provide informed recommendations to guests and upskill assistant staff (both food & beverage and film/event offer).
- Deliver stock ordering and maintenance, inventory checks, bar-related administration and closing/opening duties as directed by the Food & Beverage Manager.
- Contribute towards effective communication between the bar and kitchen teams to support a good workflow between the two areas.
- Support the development and wellbeing of Hospitality Assistants, contributing towards overall team development while promoting a productive, happy, and supportive work culture for our staff.
- Perform end-of-day procedures, including cashing up and closing down service areas accurately, as well as ensuring accurate financial reporting.
- Perform key holding and other building security related duties as required.
- Verify customer identification in compliance with Scottish licensing regulations, and ensure Hospitality Assistants adhere to all relevant legislation whilst serving Filmhouse customers.
- Uphold organisational standards and policies whilst representing Filmhouse with utmost professionalism.
- Promote and support diversity, inclusion and environmental sustainability across all activities.
- Support the Food & Beverage Manager with any other tasks as may reasonably be required.

Required skills & Experience:

- Previous experience in F&B or hospitality (minimum 2 years).
- Strong leadership, communication, and organizational skills.
- Ability to work under pressure and maintain professionalism.
- Knowledge of food safety and hygiene standards.
- Flexibility to work evenings, weekends, and holidays as required.

How to apply

To apply please send a CV and cover letter to recruitment@filmhouse.org.uk or apply via Indeed.