

ROLE: Cinema Assistant

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 will operate seven days a week.

Our vision is for Filmhouse to be a world class cultural cinema for Scotland's cultural capital, contributing to the common good by connecting people with the full diversity of cinematic forms and cultures.

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.

After nearly three years of fundraising and planning, Filmhouse has now been refurbished, and reopened to the public on 27 June 2025. Cinema 4 is yet to open, but will be completed in July 2025.

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: Cinema Assistant

Salary: £12.60ph.

Hours: Part-time, contractually guaranteed at 18 hours per week. All roles include daytime, evening, and weekend work, as required for the proper performance of the role. Shifts include unpaid breaks

of 30 minutes.

Leave: 31 days each year (or the equivalent thereof on a pro rata basis), including bank and public holidays.

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.

Based at: Filmhouse, 88 Lothian Road, Edinburgh, EH3.

Reports and Relationships

Reporting to: Cinema Manager / Cinema Duty Manager on shift

Direct relationship with Hospitality Team, Projection.

Job Summary

We are looking for enthusiastic and reliable individuals to join the Filmhouse cinema team. As a member of the team, you'll help create a welcoming and enjoyable experience for all our audiences by carrying out a range of duties across box office, ushering, and other customer-facing areas of the cinema.

Cinema staff are key to the day-to-day running of Filmhouse. You'll be responsible for selling tickets, assisting audiences to their seats, and maintaining clean and safe public spaces. You'll be on hand to welcome guests, answer questions, and assist in providing an accessible and inclusive experience for all visitors across film screenings and special events.

This is a varied, hands-on role that suits people who enjoy working with the public, are comfortable in a fast-paced environment, and take pride in being part of a team that brings great cinema to the community.

Purpose of Role

- To ensure every visitor to Filmhouse has a welcoming, enjoyable, and accessible experience.
- To support the smooth and safe delivery of cinema screenings and events by providing excellent customer service across box office, ushering, and public areas.
- To contribute to the success of Filmhouse's cultural and community mission by being informed, helpful, and professional in all interactions with audiences.

Responsibilities

- Welcome and assist all visitors in a friendly, professional, and inclusive manner.
- Sell tickets and memberships using INDY POS system.
- Scan tickets, guide audiences to their seats, and monitor auditoriums during screenings.
- Provide accurate and helpful information about films, events, and the organisation's other activities.

- Answer phone calls and respond to customer enquiries.
- Keep all public areas - including foyers, toilets, and auditoriums - clean, safe, and presentable.
- Assist customers with access needs and help ensure the venue remains inclusive for all.
- Support the smooth running of screenings and events.
- Report any issues related to customer service, health and safety, or equipment.
- Adhere to all relevant procedures, including fire safety, licensing, and health and safety policies.
- Carry out any other reasonable duties as requested by the Duty Manager or Cinema Manager.

Required Skills & Experience

Essential

- Experience in a busy customer service, retail, hospitality, or similar public-facing role.
- Excellent communication and people skills, with a friendly and professional manner.
- Comfortable working in a fast-paced environment and dealing with a variety of customer needs.
- Technically confident and able to use point of sale systems (training on INDY will be provided).
- Reliable, punctual, and able to work flexible hours, including evenings and weekends.
- A team player who takes pride in delivering great service and maintaining high standards.
- An interest in film, arts, or cultural events.

Desirable

- Experience working in a cinema, arts venue, or similar environment.
- Experience supporting customers with access needs.
- Basic knowledge of health and safety, fire safety, or access provision in public venues.
- First aid training.
- Knowledge of the INDY POS system.

Profile

- Warm, approachable, and enthusiastic.
- Works well independently and as part of a team.
- Calm under pressure and good at multitasking.
- Reliable, punctual, and takes pride in delivering excellent customer service.
- Interested in film, arts, and community culture.