

# the castle cinema

## General Manager

Hackney, London

The Castle Cinema is a new, independent venue in Hackney, and the reincarnation of one of London's earliest cinemas! Built in 1913 as The Castle Electric Theatre, the original cinema closed in 1958 but re-opened in 2017 after a successful crowdfunding campaign.

With eighty beautiful armchairs and a stunning bar, we're passionate about great films, delicious refreshments and genuine service, and want a trip to The Castle to be remarkable for all three.

We're proud to have built a great reputation with the following values:  
Honest & generous; Friendly & informal; Diverse & inclusive.

### Objectives

The General Manager is the glue which holds together an exciting mixture of people, projects and priorities. They'll manage our team and our day-to-day operations, including the cinema, bar, hires, events and company administration. This is a new role to enable the directors to focus on specific areas of the business.

It's not an entry-level job, and as a small team it's also very hands-on. The Castle's about to go through another burst of growth and we need someone who has the capacity to hit the ground running and can grow with us through our next phase.

### Responsibilities

- Take overall responsibility for the management of the venue, and provide leadership to maximise success.
- Lead the team - recruiting, training and retaining great staff to ensure outstanding customer service and staff satisfaction. Manage the rota and be a regular presence on shifts.
- Work with the directors on planning & development, providing direction and growth for the business and its staff
- Manage the daily operations, maintaining clean & tidy spaces and a well-stocked bar.
- Line manage the Duty Managers to ensure the effective running of the front-of-house & bar, and the smooth running of the venue from a technical perspective
- Work with the Programme Director to deliver the programme and marketing; maximising audiences through memberships, subscribers, social media and printed materials
- Work with the Operations Director to maintain and improve the space & systems
- Uphold health & safety, food hygiene and licensing requirements, ensuring compliance at all times, that full records are kept, and the safety of staff & customers is not compromised.
- Manage the cinema's finances & administration - control costs and budgets, and set staffing to anticipated business levels. Keep accurate records and report on performance.
- Organise and host private hires, film festivals and other bookings
- Undertake FOH shifts when needed (inc. evenings and weekends)

## Person Specification

- Highly organised with excellent administrative skills and attention to detail
  - Excellent people management skills including building and leading teams
  - Outstanding time management skills - prioritising a complex workload for yourself & others
  - Great initiative, confident in taking responsibility and making quick, informed decisions
  - Comfortable to get hands-on and lead by example
  - Flexible and able to adapt to changing circumstances
  - Ability to engage with a wide range of people in a calm, confident and diplomatic manner
  - Progressive, positive and forward thinking attitude
  - Passionate and committed - keen to see the business grow and flourish
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- Minimum of five years relevant management experience in cinema, arts, hospitality and/or project management / production
  - Extensive knowledge of Health and Safety and its practical application in public venues
  - Solid numerical and financial abilities
  - Excellent written and verbal communication skills
  - Highly computer literate with experience of using spreadsheets to streamline operations
  - (desirable) Personal Licence and First Aid qualifications
  - A passionate interest in contemporary culture, particularly in cinema, with a good knowledge of the sector

## Terms & Conditions

**Title of post:** General Manager

**Hours:** full time, with regular evening and weekend work

**Remuneration:** up to £35,000 per annum (salary + bonus) dependent on experience

**Holiday entitlement:** 28 days per annum

**Benefits:** complimentary tickets to screenings and events in the cinema, 50% discount on food and drink at the bar.

**Contract:** Permanent, subject to a three month probationary period

**Start:** Immediate start

**Closing date:** 14th May 2018, however we will be interviewing throughout and the vacancy may close early

Please send CVs and cover letters to: [jobs@thecastlecinema.com](mailto:jobs@thecastlecinema.com) and include "General Manager" in the subject line.

*Please note: as a small team we may not be able to respond to every application. Thank you in advance for your interest.*