

## Picturehouse Cinemas Limited Deputy General Manager, Crouch End Picturehouse

Crouch End Picturehouse is a four-screen cinema plus screening room offering a rich and diverse range of titles, from quality blockbusters to independent, classic and art-house films, along with broadcasts of productions from the world's best arts venues.

In addition to a diverse programme of films, food and drink are integral parts of the experience here with a Ground Floor Café, First Floor Restaurant and a private Dining Room which makes the venue an exciting social hub in the heart of Crouch End.

Crouch End Picturehouse is part of Picturehouse Cinemas who operate 23 cinemas across the UK and are a stand-alone division of Cineworld PLC.

[https://www.picturehouses.com/cinema/Crouch\\_End\\_Picturehouse](https://www.picturehouses.com/cinema/Crouch_End_Picturehouse)

### Vacancy

We are looking for an experienced and enthusiastic Deputy General Manager who can bring the Picturehouse way of working to this exciting venue.

Please note there is a requirement to work 40 hours per week over any of the seven days with regular work at evenings and weekends.

We offer a salary of circa £26,000 dependant on experience plus bonus opportunities.

### Office

The Deputy General Manager is based at Crouch End Picturehouse, 165 Tottenham Lane, Crouch End, London

### Here are the perks we currently offer:

- Unlimited Picturehouse free tickets
- Two guest tickets a week
- Unlimited free tickets at Cineworld
- Free hot drinks & draught soft drinks
- Picturehouse Food and Drink discounts
- Cineworld Food and Drink discounts
- Eye Tests
- Childcare Vouchers

### Application

To apply for this position please send your CV and covering letter to [jobs@picturehouses.co.uk](mailto:jobs@picturehouses.co.uk) with "DGM, Crouch End" in the subject line by Friday 29th June 2018.

## Job Description: Deputy General Manager

### Job Purpose

To support the General Manager's overall responsibility for the day to day management of a designated cinema and to work with the General Manager to provide leadership to maximise the business's growth and profitability at that cinema.

To deputise for the General Manager when the General Manager is absent.

To manage operational shifts at the cinema, ensuring a regular presence at key, busy shifts (including working a fair share of weekends and evenings).

1. Assisting the General Manager with providing direction and growth for the business and its staff.
2. Ensuring staff are equipped to meet customers' expectations by recruiting and training the right people and communicating priorities and other relevant information.
3. Setting the scene for customers' visits; ensuring that first impressions are good through maintaining clean and tidy spaces with well-stocked displays.
4. Assisting with the cinema's food and beverage operations; ensuring that there is a consistently high quality experience and effective service.
5. Building a loyal audience through ensuring customer service is at its best at all times.
6. Keeping good records and ensuring everyone is accountable for their areas of responsibility.
7. Maintaining good financial controls, including assisting the General Manager with managing costs within given budgets; setting flexible staffing levels that ensure that the cinema is adequately and efficiently staffed according to the cinema's anticipated business levels.
8. Assisting the General Manager with maximising audiences for films and other events through marketing the cinema within given resources including increasing membership sales and email list numbers and using printed material to its best advantage.
9. Reporting relevant information to Head Office; liaising with Head Office about building maintenance issues and helping set priorities for expenditure.
10. Undertaking Duty Management shifts in accordance with the company's standard Duty Manager Job description.
11. Having a working knowledge of digital projection; showing films in digital formats when required in the absence of technical staff.
12. Undertaking any other duties which may be reasonably requested of you by the Company for the effective functioning of the cinema and to maximise its business.
13. Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.

## Person Specification: Deputy General Manager

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• none</li> </ul>	<ul style="list-style-type: none"> <li>• Current Personal Licence</li> <li>• Current First Aid at Work or Appointed Persons qualification</li> </ul>
Attainments / competencies	<ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Staff Management skills</li> <li>• Customer service skills</li> <li>• Administration skills</li> <li>• Marketing skills</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of Risk Assessments</li> <li>• Financial control skills (budget management)</li> <li>• Front of House management skills</li> <li>• Projection skills</li> </ul>
Previous experience	<ul style="list-style-type: none"> <li>• Management or Supervisory experience in a cinema or retail environment</li> <li>• Management or Supervisory experience in a Food and Beverage environment</li> </ul>	<ul style="list-style-type: none"> <li>• Event management</li> <li>• Bar skills</li> <li>• VISTA</li> </ul>
Special aptitudes (eg oral or written skills, manual dexterity)	<ul style="list-style-type: none"> <li>• Computer skills (Documents, spreadsheets, email, internet)</li> <li>• Proactive approach</li> <li>• Numerical skills (for cash handling, budget management etc.)</li> <li>• Literacy skills (report writing, marketing etc.)</li> <li>• Problem solving ability</li> <li>• Good communication skills (especially oral)</li> <li>• Authority to deal with customers and staff in an emergency situation</li> <li>• Ability to set high standards of appearance</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates potential to become a General Manager</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Willingness to work evenings and weekends</li> <li>• An interest in film</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of independent film.</li> </ul>