

Picturehouse Cinemas Limited Duty Manager, Stratford East, August 2018

Located in the heart of Stratford's Cultural Quarter, Stratford East Picturehouse is a 4-screen cinema showing a range of mainstream, family and art-house movies to the local community and beyond. With a fully digital projection suite, our landmark building has won numerous architectural awards.

Stratford East Picturehouse is part of Picturehouse Cinemas (www.picturehouses.co.uk) who operate 24 cinemas across the UK and are a stand-alone division of Cineworld PLC.

https://www.picturehouses.com/cinema/Stratford_London

Vacancy

We are looking for an experienced and enthusiastic Duty Manager who can bring passion, innovation and the Picturehouse way of working to this exciting venue.

Please note there is a requirement to work 24 hours per week over any of the seven days with some shifts being at evenings and weekends.

We offer an hourly rate of £11.50 plus bonus opportunities.

Office

The Duty Manager is based at Stratford Picturehouse, Theatre Square, Salway Road, London, E15 1BX

PICTUREHOUSE CINEMAS STAFF PACKAGE

PAID BREAKS

Not all companies offer this.

INDIVIDUAL AND SHARED MEMBERSHIP BONUSES

DOUBLE PAY ON BANK HOLIDAYS

LATE NIGHT WORKING ALLOWANCE

UNLIMITED FREE CINEMA TICKETS

Any film or event for free at any Picturehouse Cinema, subject to availability.

FREE GUEST TICKETS

Once a week, staff can bring two guests to any film or event at Picturehouse Cinemas for free, subject to availability.

FREE CINEWORLD TICKETS

A free ticket per week to any screening at any Cineworld cinema, subject to availability.

FREE HOT DRINKS AND DRAUGHT SOFT DRINKS

Whilst on shift.

CHILDCARE VOUCHERS

Employees can choose to have part of their salary paid in childcare vouchers and so save tax.

PICTUREHOUSE FOOD AND DRINK DISCOUNTS

30% off food and drink at Picturehouse Cinemas.

CINEWORLD FOOD AND DRINK DISCOUNTS

10% off food and drink at Cineworld.

STAFF FOOD

50% off food during off-peak times at cinemas with kitchens when on shift.

FREE STAFF SCREENINGS

CAREER DEVELOPMENT OPPORTUNITIES

The vast majority of the people running Picturehouse began in customer service roles.

ENHANCED EYE CARE

Specsavers full sight and eye health check. Contributions to frames if glasses are solely required for screen use.

MATERNITY AND ADOPTION LEAVE

All employees, regardless of their length of service, qualify for 26 weeks' maternity/adoption leave and 26 weeks' additional maternity/adoption leave. 39 weeks' statutory maternity/adoption pay after reaching the service and earning requirements.

SUPPORTING PARTNER'S LEAVE

All employees, regardless of their length of service, qualify for two weeks' statutory paid leave.

ALL THE BENEFITS OF A PICTUREHOUSE MEMBERSHIP

Including discounts at local and national businesses.

KIOSK SNACKS

Free popcorn, a draught soft drink or a hot drink when watching a film.

CYCLE TO WORK SCHEME

Up to 42% savings on bikes and accessories.

COMPANY SICK PAY

Statutory sick pay. Company sick pay after one year's service.

INCREASED PENSION CONTRIBUTIONS

Picturehouse makes pension contributions for all staff. All staff can choose to increase contributions after two years, and the company will increase its contributions.

For more details about our pay, visit

[PICTUREHOUSES.COM/PAY](https://www.picturehouses.com/pay)

Application

To apply for this position please send your CV and covering letter to dominic.v@picturehouses.co.uk with "Duty Manager, Stratford East" in the subject line by Friday 14th September 2018

Job Description: Duty Manager

Job Purpose

To run the cinema's daily operations on specified shifts including managing the building and the staff and taking responsibility for customer care.

To prepare and show films and other content throughout the cinema and to provide technical and maintenance support for the cinema.

Main Duties

1. Managing the shift so that customer service is at the best possible level.
2. Opening and closing the building in accordance with the cinema's procedures; dealing with any emergency and planned building issues appropriately and reporting issues as necessary.
3. Ensuring the building is run in accordance with fire regulations and licensing conditions and that the health & safety of staff and customers is never compromised.
4. Managing the staff on duty effectively including providing direction, training and feedback and allocating tasks to maximise the use of staff on duty; communicating relevant information to staff on duty and reporting back information to the management team and head office, as appropriate.
5. Maintaining standards so that all work areas are clean, tidy and well displayed at all times, that deliveries are dealt with at the earliest opportunity and that stock rooms are tidy with stock stored correctly.
6. Taking responsibility for stock and money throughout the shift, ensuring that records are accurate and honest, that tickets and products are sold correctly (e.g. tickets are sold at the right price for the right film) and that cash is stored in accordance with the Company's insurance and security requirements.
7. Being accountable for areas of delegated responsibility and contributing to ad-hoc and project work within the management team.
8. Preparing films and other content for screenings in a timely manner, with due care to avoid damaging material; securing films and other content to avoid opportunities for film theft and preparing films and other content correctly for onwards transport.
9. Showing films and other content in accordance with the cinema's timetable and to the best possible standards of presentation.
10. Undertaking any other duties which may be reasonably requested of you by the management team for the effective functioning of the cinema.

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.

Duty Manager Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Current Personal Licence • Current First Aid at Work or Appointed Persons qualification
Experience	<ul style="list-style-type: none"> • Customer Service role in a cinema, retail or leisure environment • Cash handling 	<ul style="list-style-type: none"> • Cinema Front of House role • Cinema Projection role • Managing/Supervising staff • Training staff • Resolving customer complaints • Special events
Skills	<ul style="list-style-type: none"> • Communication (especially oral) • Customer Service • Administration • Numerical (cash control) • IT/Computer 	<ul style="list-style-type: none"> • Use of Vista (Picturehouse's box office system) • Bar skills • Barista-trained
Aptitudes	<ul style="list-style-type: none"> • Ability to take on project work and work pro-actively • Authority to deal with customers and staff in an emergency situation • Ability to manage staff • Ability to complete Risk Assessments • Ability to undertake Front of House and Supervisor roles fully • Sets high standards of appearance 	
Other	<ul style="list-style-type: none"> • Willingness and ability to work evenings and weekends 	<ul style="list-style-type: none"> • An interest in and knowledge of film, including independent films, documentaries etc. • An interest in and knowledge of performing arts (e.g. opera, theatre, ballet)

Specific Job Requirements

As part of this job you will be required to:

- Assist in managing events
- Work 3 out of 4 weekends