**Picturehouse Cinemas Limited**

**General Manager, East Dulwich, November 2018**

East Dulwich Picturehouse and Café is a three screen cinema on Lordship Lane, in the building that was formerly St Thomas More Community Centre, with luxury seating and state-of-the-art digital, 3D and satellite projection.

It presents a diverse programme, ranging from blockbusters to independent, foreign-language, documentary and kids’ films, as well as live broadcasts from the world’s best arts venues, such as the National Theatre, Royal Shakespeare Company, Bolshoi Ballet and New York Met Opera.

East Dulwich 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/East\_Dulwich\_Picturehouse

**Vacancy**

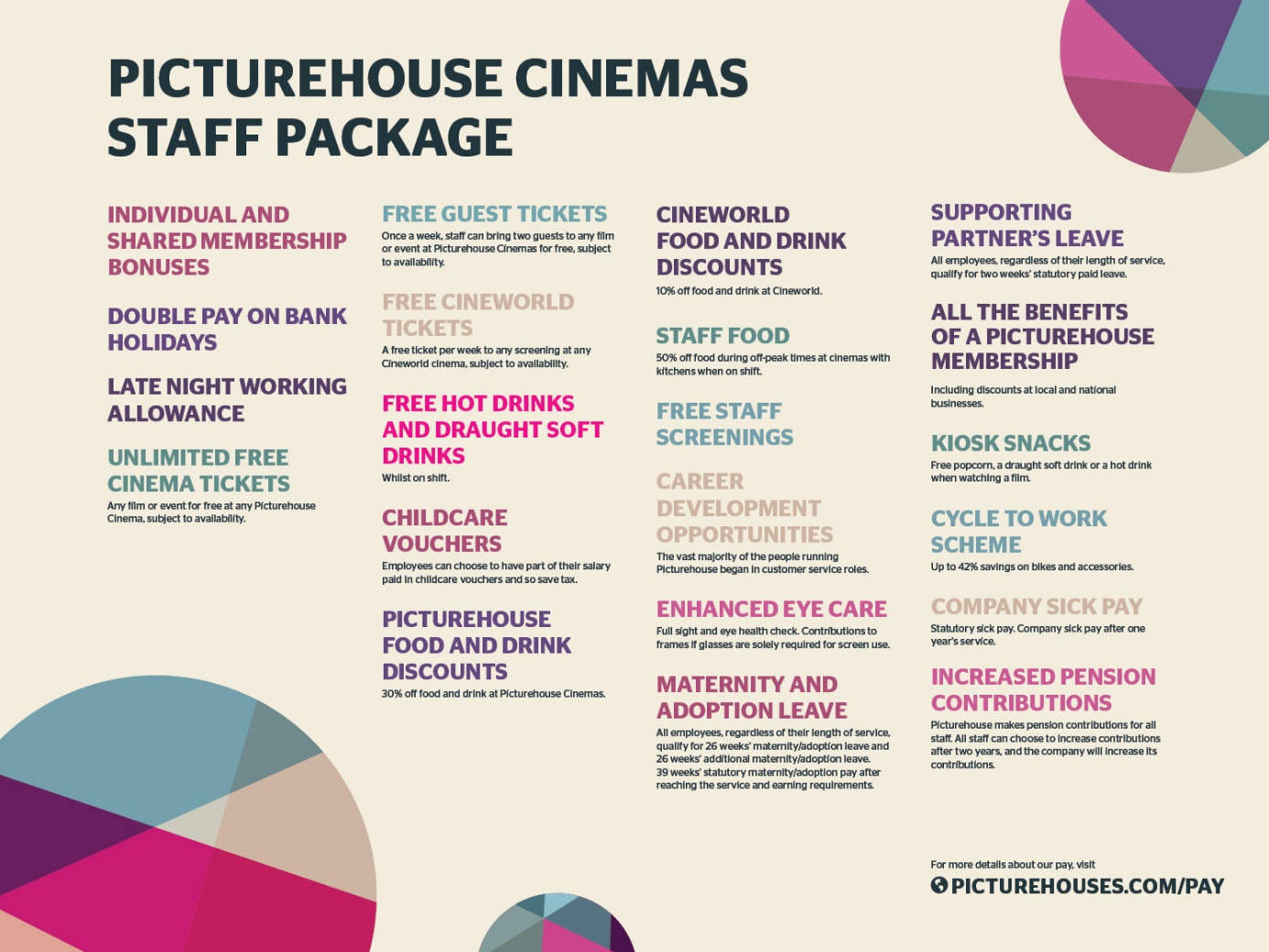
We are looking for an experienced and enthusiastic General Manager who can bring the Picturehouse way of working to this exciting new venture.

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 £32,000 dependant on experience plus bonus opportunities.

**Office**

The General Manager is based at East Dulwich Picturehouse and Café, 116A Lordship Lane, London, SE22 8HD



**Application**

To apply for this position please send your CV and covering letter to [jobs@picturehouses.co.uk](mailto:jobs@picturehouses.co.uk) with “GM, East Dulwich” in the subject line by Monday 26th November 2018

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| JOB TITLE | **General Manager** | |
| **DIRECT REPORT TO** | Regional Manager | |
| RESPONSIBLE FOR | Deputy General Manager | |
| JOB PURPOSE | The key responsibility of the role is to ensure the smooth running of the cinema with a focus on maximising business opportunities and growing the cinema’s Membership base. Responsible for delivering business objectives by creating an environment where your people are trusted, empowered, engaged and coached to deliver the Picturehouse Experience for every customer.  You are responsible for defining, setting and implementing the strategy to grow your business in line with Picturehouse’s vision whilst maintaining its individual identity. | |
| MAIN DUTIES | As per Deputy General Manager job description plus:   * Lead and engage the whole cinema team deliver the Picturehouse Experience * Engage with the local community to keep yourself aware of local market conditions, the community you serve and your competitors * Develop and nurture internal and external relationships to help you achieve business objectives * Act as the contact point for local authorities and enforcement agencies * Manage the cinema’s marketing; maximising audiences for films and other events by increasing numbers of Members, newsletter subscribers and social media followers   **People** – You will:   * Accountability for the whole employee life cycle of all employees, with particular responsibility for your direct reports * Ensure regular rotation of your management team’s responsibilities in order to drive their development * Develop effective succession plans to maintain the smooth running of the cinema * Use effective communication methods to create an environment where high performance can be developed and maximised * Proactively deliver feedback with the appropriate balance of support and challenge * Promote an environment of trust and shared ownership within the management team   **Customer** – You will:   * Create an atmosphere which allows your team to deliver the Picturehouse Experience * Use all available data to make things better for our customers * Engage with customers by being visible and responding to their needs * Make sure everything is working so that our customers are not disappointed   **Operational Excellence** – You will:   * Ensure relevant checks and balances are in place to ensure delivery of KPI’s * Establish practices which deliver consistent improvement in cleaning and general housekeeping * Overall responsibility for managing the Health & Safety of your cinema and managing business risk * Ensure all business policies and procedures are followed to expected business standards * Liaise with the cinema’s programmer to maximise the profitability of programming and scheduling   **Finance** – You will:   * Continually look for opportunities to implement initiatives to grow your business and grow EBITDA * Effectively manage the cinema P&L in line with fluctuating business * Be aware of, and take action to mitigate, financial risks to your business * Ensure that a commercial approach is taken across all aspects of cinema management   Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you. | |
| PERSON SPECIFICATION | | |
| ATTRIBUTES AND EXPERIENCE | | |
| Essential:  **Desirable** | | * Delivers results through great people management * Experience of running a standalone unit * P&L Management * Proven track record of delivering operational excellence * Proven experience of managing performance at all levels * Customer facing experience, in particular in a cinema / food / drink service environment * IT literate (Microsoft Office suit, industry bespoke software) * Available to work at key business times i.e. evenings and weekends * Flexible on location (able to travel a reasonable distance) * Experience of managing building maintenance * Experience of managing private hires / events * Local marketing experience * Significant knowledge of Audio Visual presentation * DPS licence holder * An interest in and knowledge of film and Picturehouse’s programming strands |

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.