



Picturehouse Cinemas Limited
Supervisor, East Dulwich Picturehouse, August 2019

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 26 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 Supervisor who can bring the Picturehouse way of working to this exciting new venture.

The successful candidate will have excellent customer service skills, the ability to work as part of a team as well as independently and the passion to deliver the Picturehouse Experience every day. Experience of leading a small team is desirable.

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

We offer an hourly rate of £9.91 plus bonus opportunities.

Office

The Supervisor is based at Picturehouse East Dulwich, 116A Lordship Lane, London, SE22 8HD.

[PICTUREHOUSES.COM](http://picturehouses.com)

enquiries@picturehouses.co.uk 020 7734 4342 [f/Picturehouses](#) [t/Picturehouses](#)
Picturehouse Cinemas Ltd, 7th Floor, St Vincent House, 30 Orange Street, London WC2H 7HH

PICTUREHOUSE CINEMAS STAFF PACKAGE

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

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

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Picturehouse Cinemas Limited, Registered in England and Wales (Reg. No. 02310403), 8th Floor, Vantage London, Great West Road, Brentford, TW8 9AG. VAT number: 605 9665 19

Application

To apply for this position please send your CV and covering letter to matthew.c@picturehouses.co.uk with "Supervisor, East Dulwich" in the subject line by Monday 19th August 2019.

JOB TITLE	Supervisor
DIRECT REPORT TO	Duty Manager
RESPONSIBLE FOR	Customer Service Assistants
JOB PURPOSE	<p>To ensure the delivery of the highest standards of customer service in line with the Picturehouse Experience expectations. You will guide, support and coach Customer Service Assistants to fulfil their role whilst ensuring the smooth running of the cinema in line with policy and procedures. Be the first escalation point for any customer interactions.</p> <p>Assume the responsibilities of a Duty Manager, including key-holding, for the cinema as required.</p>
MAIN DUTIES	<p>As per Customer Service Assistant job description plus:</p> <ul style="list-style-type: none">• Support the management team in the delivery of the business KPIs and strategy objectives• Ensure a front of house presence at all times and assist with front of house tasks as required• Maintain regular and effective communication links with the management team and Customer Service Assistants• Participate in management and team meetings as required• Undertake management opening and closing responsibilities and duties as required• Create and drive your own development opportunities <p>People – You will:</p> <ul style="list-style-type: none">• Engage our teams to deliver improved business results through effective people management practices including coaching, mentoring and driving personal accountability, development and performance• Support with the induction and recruitment process of new staff• Assist in the development and delivery of team meetings as required• Effective organisation of resources to deliver the operational requirements of the cinema

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Customer – You will:

- Nurture a customer focused environment by maximising front of house presence at key business times to improve the customer journey and overall experience
- Doing the right thing for customers to ensure that our brand standards are maintained with consistency
- Cultivate awareness of film product, food and beverage offering, and promotions
- Monitor all customer feedback and communicate to the management team

Operational Excellence – You will:

- Ensure the highest standard of film presentation, cleanliness, maintenance and operational standards are upheld at all times
- Ensure the wellbeing of all employees, customers and visitors is in line with health and safety policy, company procedures and operational guidelines
- Mitigate incident risk by ensuring safety and security measures are implemented and reviewed as required
- Ensure all relevant licensing, legislative and business compliance is adhered to
- Maintain operational standards to company expectation.
- Ensure Customer Service Assistants are aware of relevant business information to:
 - Meet business needs
 - Operate effectively and efficiently
 - Maximise sales opportunities
- Understand and support back of house operations to deliver the business objectives (as and when required)

Finance – You will:

- Manage risk by minimising fraud, cash and stock loss within the business and maintain banking controls.
- Maximise all revenue opportunities including food and beverage and membership through effective management and wider promotional initiatives and incentives

Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you.

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PERSON SPECIFICATION	
ATTRIBUTES AND EXPERIENCE	
<p>Essential:</p>	<ul style="list-style-type: none"> • Passionate about excellent customer service • Confident in communication with customers and colleagues • Ability to integrate with the team and demonstrate effective leadership • Adaptable and flexible to changing circumstances • Good organisational skills, effective time management and ability to prioritise tasks • Resourceful and able to work under pressure • Customer facing experience, in particular in a retail, leisure, or hospitality environment • Takes initiative and is pro-active when working autonomously • Cash handling experience • Available to work at key business times i.e. evenings and weekends
<p>Desirable</p>	<ul style="list-style-type: none"> • IT literate • Local marketing experience • Knowledge of or a willingness to learn about Audio Visual presentation • An interest in and knowledge of film and Picturehouse's programming strands

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