



Deputy General Manager, Fulham Picturehouse, September 2019

Fulham Picturehouse, a 6 screen cinema in the original Forum Theatre building on Fulham Road is due to open as a Picturehouse cinema in November 2019. A full renovation is taking place to bring back the “period features of the 1930’s” from when this beautiful building was first built.

The very highest standards of customer service and presentation will need to be maintained at all times and this role one of the key factors in delivering that.

A new café, bar, MEMBERS BAR and restaurant form an integral part of the experience here and a passion for and/or experience of an F&B offering is desirable.

In addition to a great food and drink offer we, at the heart of our Picturehouse offer, will have a diverse programme of films, quality blockbusters, independent and classic films from every part of the world. Fulham Picturehouse will also show live HD broadcasts of productions from world-class arts venues, such as the New York Metropolitan Opera and the Bolshoi Ballet, theatre productions such as the Royal Shakespeare Company Live from Stratford-upon-Avon and National Theatre Live, art exhibitions and filmmaker Q&As.

Fulham Picturehouse is part of Picturehouse Cinemas who operate 26 cinemas across the UK and are a stand-alone division of Cineworld PLC.

<https://spotlight.picturehouses.com/uncategorised/introducing-fulham-road-picturehouse/>

Vacancy

We are looking for an experienced and enthusiastic Deputy 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 £28,000 plus bonus opportunities.

Office

The Deputy General Manager is based at Fulham Picturehouse, 142 Fulham Road, London, SW10 9QR.

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



Application

To apply for this position please send your CV and covering letter to jobs@picturehouses.co.uk with "DGM, Fulham" in the subject line by Monday 09th September 2019.

JOB TITLE	Deputy General Manager
DIRECT REPORT TO	General Manager
RESPONSIBLE FOR	Duty Managers and any other manager as assigned
JOB PURPOSE	To support the General Manager's overall responsibility for the day to day management of the cinema and to work with the General Manager to provide leadership to maximise the business' growth and profitability at that cinema. Support succession at all levels and development of the team. To manage operational shifts at the cinema, ensuring a regular presence at key business times. Deputise for the General Manager when they are absent.
MAIN DUTIES	<p>As per Duty Manager job description plus:</p> <ul style="list-style-type: none">• Deputise for the General Manager• Working in partnership with the General Manager, responsible for all recruitment, development and management of the cinema team• Complete ad-hoc project work as required• Perform the role of duty manager on a regular basis <p>People – You will:</p> <ul style="list-style-type: none">• Ensure regular rotation of responsibilities in your management and supervisor team• Create an environment where high performance can be developed and maximised• Implement, deliver and achieve the business objectives through effective communication and management of your team

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- Oversee recruitment, training, development and performance at all levels
- Hold regular team meetings with all cinema employees to ensure that the team is engaged, has a clear understanding of the vision and understands key communications

Customer – You will:

- Consistently strive to improve the customer experience in your cinema
- Empower teams to resolve any customer queries and give support, where required
- Engage with customers by being visible and responding to their needs by maintaining a floor presence at key business times
- Ensure the highest levels of on screen presentation are maintained at all times

Operational Excellence – You will:

- Deliver high levels of operational excellence to drive an improved customer experience
- Key focus on ensuring film programming and staff scheduling is optimised to maximise all business opportunities
- Ensure the Health & Safety and well-being of all staff and customers meets business standards
- Ensure all business policies and procedures are followed to expected business standards

Finance – You will:

- Maximise all revenue opportunities and report back on P&L lines
- Deliver budgeted cost lines

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

Essential:

- Managing performance and setting expectations with managers, supervisors and customer service assistants
- Proven track record of delivering operational excellence
- 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)
- Proven experience of coaching and managing a team

Desirable

- Local marketing experience
- Significant knowledge of Audio Visual presentation
- P&L Management
- DPS licence holder
- Experience of managing building maintenance
- Experience of managing private hires / events
- An interest in and knowledge of film and Picturehouse's programming strands

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