



Picturehouse Cinemas Limited General Manager Designate, London

Picturehouse Cinemas operate 12 Cinemas in London and this support role can be based at any Cinema or across several Cinemas for any given time period.

LONDON REGION

Bromley Picturehouse
Picturehouse Central
Clapham Picturehouse
Crouch End Picturehouse
East Dulwich Picturehouse
Fulham Picturehouse
The Gate, Notting Hill
Greenwich Picturehouse
Hackney Picturehouse
Ritzy Picturehouse, Brixton
Stratford East Picturehouse
West Norwood Picturehouse
and any future cinemas.

In addition to a diverse programme of films, ranging from quality blockbusters to independent, classic, foreign-language and art-house, the cinemas 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.

Food and drink are integral parts of the experience here at Picturehouse with Cafés, Bars and Restaurants in many of the venues, making each cinema an exciting social hub within the communities.

<https://www.picturehouses.com/cinemas>

The role

We are currently recruiting for a General Manager Designate to work across various London cinemas, with a long term view to place in a site-based General Manager role should one arise.

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 £40,000 dependant on experience plus bonus opportunities

Office

The General Manager Designate is expected to have full mobility across all London cinemas.

Application

To apply for this position please send your CV and cover letter to jobs@picturehouses.co.uk with "GMD, London" in the subject line by Friday 11th October 2019.

JOB TITLE	General Manager Designate
DIRECT REPORT TO	Regional Manager
RESPONSIBLE FOR	Deputy General Manager
JOB PURPOSE	<p>The key responsibility of the role is to ensure the smooth running (or support in the smooth running) of any London 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.</p> <p>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.</p>
MAIN DUTIES	<p>As per Deputy General Manager job description plus:</p> <ul style="list-style-type: none">• 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• Host premieres, Q&As and other high profile events <p>People - You will:</p> <ul style="list-style-type: none">• 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 <p>Customer - You will:</p> <ul style="list-style-type: none">• Create an atmosphere which allows your team to deliver the Picturehouse Experience

	<ul style="list-style-type: none"> • 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 <p>Operational Excellence - You will:</p> <ul style="list-style-type: none"> • 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 <p>Finance - You will:</p> <ul style="list-style-type: none"> • 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 <p>Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you.</p>
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PERSON SPECIFICATION

ATTRIBUTES AND EXPERIENCE

Essential:	<ul style="list-style-type: none"> • 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
Desirable	<ul style="list-style-type: none"> • 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.