

The Ultimate Picture Palace

Job Description

April 2021

Job Title: Duty Manager and Projectionist

Dear Applicant

Thank you for your interest in the above position. Please find enclosed a job description including person specification and terms and conditions of employment. Please consider these carefully and decide whether you wish to apply.

As an independent, community-orientated cinema The Ultimate Picture Palace (The UPP) values inclusion. We listen to and engage with the broadest range of people. This letter lays out some of the steps we are taking to create a more inclusive recruitment process. Many of these steps are new to us, so feedback and questions are very welcome.

Before you apply

You may not have worked in a cinema before, or in an organisation like The UPP. Perhaps you have worked in a public venue or attraction, conference or events department at a university or within a company - which are very transferable contexts. If you are from a background that is underrepresented in the culture sector (for example you are from a community that experiences racism or you are a disabled person, or you did not go to University or had free school meals as a child), and you would like support to articulate how your experience is transferable to this role, you can book time with us (we will ensure the person you meet is not involved in the recruitment process). They would be pleased to help you think this through. Please request this by emailing Clare Stimpson, clare@uppcinema.com, we will not ask you to disclose your background).

Timeline

The closing date for all applicants is: 5pm on Wednesday 21 April 2021.

We will contact all long-listed candidates by: 5pm on Thursday 22 April 2021.

In order to broaden the field of candidates, The UPP team will aim to meet all candidates who meet the basic criteria for a short online interview during 23-24 April 2021. This will be an opportunity for you to ask us more about the role, and for us to hear more about you.

We will then hold second interviews on Thursday 29 April 2021. The start date for the role will be week commencing 10 May 2021.

All interviews will be on Zoom as The UPP building is currently closed.

Further information

Please DO NOT include your CV as it will not be considered. Please put all relevant information on your application form.

The Ultimate Picture Palace

Job Description

We are striving to understand more about who applies to work with us. When you submit your application you will be invited to complete our anonymous equal opportunities monitoring form, which will not be shared with anyone involved in the recruitment process.

The UPP will work with candidates to ensure their access needs are met during the interview process and will ensure access requirements do not factor in decision making.

Thank you for your interest in The UPP.

Micaela Tuckwell

Executive Director

The Ultimate Picture Palace

Job Description

Position:	Duty Manager and Projectionist
Responsible to:	Executive Director
Responsible for:	Volunteer Stewards/Bartenders
Contacts:	All Duty Manager staff, suppliers
Rate of pay:	£10p/h (up to 18 hours a week)
Contract:	Part time role (Permanent)
Location:	The majority of this role will be undertaken at the cinema site on Jeune Street in Oxford, OX4 1BN.
Shift pattern:	Shifts correspond to the daily film programme from around 3-10.30pm weekdays and weekends.

Background

The Ultimate Picture Palace is Oxford's oldest and only independent cinema. Situated in the heart of East Oxford, our iconic cinema has been treasured by generations of Oxford residents, students and tourists. We are proud to have a loyal audience that loves the films we chose as part of our programme and the warm welcome of our small team of staff and volunteers. We prioritise screening independent films from the UK and around the world, well-known and off-beat classic films, as well as themed special events with guest speakers.

As with most businesses, 2020 presented a challenge for The UPP. Not only did the cinema have to close in March, but it also halted the business's plans to be sold to the community through a community share offer in June 2020. However, throughout the pandemic the commitment of our team and supporters shone through with a successful Crowdfunder raising £56k in just 2 days and several rounds of successful grant funding from the UK government and national funder BFI. The message was clear, the local community deeply values what we offer — a unique, memorable and fun place to come and delve into the world of cinema — and national funder BFI were impressed by our commitment and vision to safeguarding the cinema for the people of East Oxford. This support allowed us to open our doors safely in Autumn 2020 and restart the planning of our community share offer that will see The UPP brought ever closer to the heart of our community when we become community owned in Summer 2021.

Purpose of Job

As a one-screen cinema the success of our film screenings relies on the smooth running of our daily film schedule and the welcoming nature of our cinema. The post holder will manage the daily operations of the cinema to provide an excellent and safe visitor experience including: film

The Ultimate Picture Palace

Job Description

projection, selling tickets at the box office, supervision of volunteer staff and providing the highest level of customer care and service for our audiences.

Principal Responsibilities

Projection Room

- Undertake the operation, film projection and maintenance of cinema equipment including loading films onto our servers, previewing and screening material on our digital projector;
- Maintain the projection room in a clean, tidy and safe manner at all times in line with policy and procedures;
- Operate equipment accurately and in line with policy and procedures;
- Maintain an awareness of general cinema appearance and carry out ad-hoc repairs, alerting the Head Projectionist about any projection/building maintenance issues you are unable to resolve.

Front of House

- Undertake cinema opening, set up and closing requirements whilst on shift to ensure screenings can start promptly including taking responsibility for cash and stock control, setting up the box office system, welcoming volunteers before their shift;
- Deliver high levels of customer care at all times ensuring the highest possible standards when selling tickets using the box office system, serving in the auditorium bar, answering customer queries and swiftly resolving issues (in-person, by telephone or by email);
- Supervise and work closely with volunteers and other members of staff during a shift to manage queues and ensure that all public areas operate in a way that is safe and accessible to all customers;
- Ensure the appearance of all front of house areas are maintained to the highest standards and that deliveries are dealt with swiftly and stock stored correctly;
- Be responsible for health, safety and hygiene standards including COVID safe measures at all times when on duty including the evacuation of staff and public in the event of an emergency.

Key Performance Indicators

- Film screenings consistently start and end on time;
- Prompt resolution of equipment and building repair;
- Excellent knowledge of our film programme and products maintained at all times;
- Highest standard of customer service delivered to staff and customers at all times;

The Ultimate Picture Palace

Job Description

- Accurate handling of tills, cash and other transactions;
- Stock control and rotation records kept up-to-date;
- High level of volunteer satisfaction;
- Health & Safety/Food hygiene standards maintained at all times;

Person Specification

Skills & Experience

- Adept technical and IT/computer skills in use of equipment such as digital cinema server system, computerised box office system and tills, and to troubleshoot problems;
- Adept handling and coordination skills in use of equipment such as hot and cold beverage dispensers and for restocking bar;
- Able to undertake manual work and agile as the projection room can only be accessed via a ladder;
- Proven experience of delivering excellent customer service within an events or public facing environment;
- Excellent interpersonal skills including working as part of a team;
- Previous experience of handling cash;
- Demonstrates an understanding of stock/cost control systems;
- Able to prioritise work and work independently in a busy multi-task environment;
- Reliable with excellent time-keeping and management skills;
- Adept at engaging with customers and staff with excellent communication skills and interpersonal manner.

Skills & Experience - Desirable

- Proven experience of managing staff or volunteers;
- Able to project a variety of film formats including 35mm, DCP, DVD;
- Proven experience of computerised box office systems.

The Ultimate Picture Palace

Job Description

Additional information:

- The post is 18 hours a week as the cinema currently has a limited seating capacity due to COVID restrictions. When capacity increases there will be the option for the post-holder to increase the number of hours a week to up to 30.
- The post-holder is expected to wear clothing appropriate to their post.
- The post-holder will be required to undertake such other comparable duties as may be required by Executive Director
- The UPP is open seven days a week, including Bank Holidays (Christmas Eve and Christmas Day are the only exceptions).