



## Duty Manager

### Ritzy Picturehouse, Brixton

Ritzy Picturehouse is a popular and much-loved destination for film-lovers at the heart of a bright and bustling Brixton scene. The Ritzy's Edwardian exterior and main auditorium remain intact and stand as an impressive example of early cinema architecture. The downstairs restaurant-bar offers a relaxed and cosy atmosphere, while Upstairs at the Ritzy is a live events venue that's a well-known and well-loved cultural hub for Brixton.

Ritzy Picturehouse is part of Picturehouse Cinemas ([www.picturehouses.co.uk](http://www.picturehouses.co.uk)) who operate 26 cinemas across the UK and are a stand-alone division of Cineworld PLC.

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.

We're now looking for a Duty Manager to run the cinema's daily operations on specified shifts including managing the building and the staff and taking responsibility for customer care. To prepare and show films and other content throughout the cinema and to provide technical and maintenance support for the cinema.

### Vacancy

We are looking for an experienced and enthusiastic Duty Manager who can bring passion, innovation and the Picturehouse way of working to this exciting venue.

Please note there is a requirement to work 40 hours per week (part-time applications also welcome) over any of the seven days with some shifts being at evenings and weekends.

We offer an hourly rate of £11.79 plus bonus opportunities.

### Office

The Duty Manager is based at Ritzy Picturehouse, Brixton Oval, Coldharbour Lane, London, SW2 1JG.


### Application

To apply for this position please send your CV and covering letter to [guyan.d@picturehouses.co.uk](mailto:guyan.d@picturehouses.co.uk) with "Duty Manager, Ritzy" in the subject line by 21<sup>st</sup> June 2021.

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

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# 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](https://www.picturehouses.com/pay)

JOB TITLE	Duty Manager
DIRECT REPORT TO	Deputy General Manager General Manager (in the absence of Deputy General Manager)
RESPONSIBLE FOR	Supervisors and Customer Service Assistants

JOB PURPOSE	<p>To deliver the key business objectives and operational excellence through effective management of people and cinema operations. Responsible for managing, coaching and motivating the team to consistently deliver an exceptional customer experience. Provide an engaging work environment, championing succession and development opportunities for all. Be the Duty Manager for the cinema on a regular basis. Focused on delivering excellence in all areas of the business and supporting colleagues, whilst ensuring maximum contribution to the delivery of the cinema's KPIs.</p>
MAIN DUTIES	<p>As per Supervisor job description plus:</p> <ul style="list-style-type: none"> <li>• Deputise for the General Manager (in the absence of a Deputy General Manager)</li> <li>• Ensure effective delivery of all business KPIs and business objectives</li> <li>• Ensure that the business is running efficiently, effectively and in line with company expectations, policies and procedures</li> <li>• Ensure any assigned area of responsibility is delivered in line with business requirements</li> </ul> <p>People – You will:</p> <ul style="list-style-type: none"> <li>• Engage teams to deliver improved business results through effective people management practices including coaching, mentoring and driving personal accountability, development and performance</li> <li>• Implement, deliver and achieve your business and performance excellence objectives</li> <li>• Encourage a positive work environment where all employees feel supported</li> </ul> <p>Customer – You will:</p> <ul style="list-style-type: none"> <li>• Maintain a management presence at key business times to improve the Customer journey and support your team to deliver a positive customer experience</li> <li>• Maintain, build and promote awareness of film product, promotions etc.</li> </ul> <p>Operational Excellence – You will:</p> <ul style="list-style-type: none"> <li>• Ensure the highest standard of on screen presentation, programming, scheduling, housekeeping, maintenance and operational standards are upheld at all times</li> <li>• Ensure staff scheduling and deployment is managed accordingly to meet the demands of the business</li> <li>• Ensure the wellbeing of all employees, customers and visitors is in line with Health &amp; Safety policy, company procedures and operational guidelines</li> <li>• Ensure all relevant licensing, legislative and business compliance is adhered to</li> <li>• Maintain operational standards to Company expectation</li> </ul> <p>Finance – You will:</p> <ul style="list-style-type: none"> <li>• Awareness of the cinemas controllable P&amp;L/petty cash expenditure and payroll costs to ensure in line with forecasts, targets and budgets</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage risk by minimising fraud, cash and stock loss within the business and maintain banking controls</li> <li>• Maximise all revenue opportunities including retail and Membership sales through effective management and promotional initiatives and incentives</li> </ul> <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"> <li>• Confident in communication with customers and colleagues</li> <li>• Ability to integrate with the team and demonstrate effective leadership</li> <li>• Adaptable and flexible to changing circumstances</li> <li>• Good organisational skills, effective time management and ability to prioritise tasks</li> <li>• Resourceful and able to work under pressure</li> <li>• Customer facing experience, in particular in a retail, leisure or hospitality environment</li> <li>• Takes initiative and is pro-active when working autonomously</li> <li>• Numeracy and Literacy skills</li> <li>• IT literate (Microsoft Office suit, industry bespoke software)</li> <li>• Available to work at key business times i.e. evenings and weekends</li> <li>• Is flexible on location (able to travel a reasonable distance where applicable)</li> <li>• Supervisory or line management experience</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Local marketing experience</li> <li>• Knowledge of or a willingness to learn about Audio Visual presentation</li> <li>• An interest in and knowledge of film and Picturehouse's programming strands</li> </ul>

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