



## **Picturehouse Cinemas Limited**

### **General Manager, Epsom Picturehouse**

Application deadline: Friday 25<sup>th</sup> March 2022

Job Types: Full-time

Salary: from £35,000 per year depending on experience.

Epsom Picturehouse, a brand new addition to the Picturehouse neighbourhood cinemas group, located in the vibrant hub of Epsom Square. The cinema has 500 seats within 6 state-of-the-art auditoriums, all screening the very best of world, independent and blockbuster cinema. We also have a relaxed and enticing café dining area situated on the ground floor, offering a wide range of delicious meals, snacks and drinks; a place for customers to hang out and enjoy all that Picturehouse has to offer.

In addition to a diverse programme of films, ranging from quality blockbusters to independent, classic, foreign-language and art-house, Epsom Picturehouse includes a core programming strand dedicated to championing documentaries. The cinema also shows 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.

The very highest standards of customer service and presentation will need to be maintained at all times, this includes management of a full Food & Beverage (F&B) team to ensure that the café/food offering is delivered to the highest possible standards, with customer service at the forefront.

The café and bars are an integral part of the experience at Epsom Picturehouse and a passion for and/or experience of an F&B offering is essential. The role will require the management and successful delivery of a full F&B offering as well as cinema operations.

Epsom Picturehouse is part of Picturehouse Cinemas who operate 27 cinemas across the UK and are a stand-alone division of Cineworld PLC.



## **Vacancy**

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

Please note there is a requirement to work full time hours per week over any of the seven days with regular work at evenings and weekends.

## **Location**

This role is based at Epsom Picturehouse, Ebbisham Centre, Epsom Square, Epsom, KT19 8AG.

## **Application**

To apply for this position please send your CV and covering letter to Cormac O'Connor at [cormac.oc@picturehouses.co.uk](mailto:cormac.oc@picturehouses.co.uk) with "General Manager, Epsom Picturehouse" in the subject line by Friday 25<sup>th</sup> March 2022

## **JOB DESCRIPTION**

### Job Title

General Manager

### Direct Report To

Regional Manager

### Responsible For

F&B Manager

The Management Team

### Job Purpose

The key responsibility of the role is to ensure the smooth running of the 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.

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.



### Main Duties

As per Deputy General Manager job description plus:

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

### People – You will:

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

### Customer – You will:

Create an atmosphere which allows your team to deliver the Picturehouse Experience

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

### Operational Excellence – You will:

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

### Finance – You will:

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

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



## Person Specifications – Attributes and Experience

### Essential:

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 suite, 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:

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.*