



DUTY MANAGER

The Castle Cinema is an independent community cinema in Hackney, and the reincarnation of one of London's earliest cinemas! Built in 1913 as The Castle Electric Theatre, the original cinema closed in 1958 and re-opened in 2017 after a successful crowdfunding campaign. Since then we've built strong ties to the community, working hard to ensure we're serving everyone's needs.

With two beautiful screens and a stunning bar, we're passionate about great films, delicious refreshments and genuine service, and want a trip to The Castle to be remarkable for all three. We're proud to have built a great team and organisational culture based on the following values: Honest and generous; Friendly and informal; Diverse and inclusive.

We endeavour to reach a broad range of audiences, and we've developed six Community Goals:

Improve access for disabled guests | Develop underserved audiences | Support and enhance education locally | Nurture a diverse team | Maintain an inclusive and thought-provoking programme for all | Champion local suppliers & vegan options as part of our fight against the climate crisis

A diverse workforce benefits both our organisation and the community it serves, and we encourage candidates who reflect the local community, and those underrepresented in the arts. This includes marginalised cultures and ethnicities, LGBTQ+ folk and those who are neurodiverse or disabled.

Purpose of the role

Our Duty Managers are a crucial part of our management team, and responsible for the day to day running of cinema; maintaining high standards, guiding the front of house team, and ensuring an outstanding customer experience.

Responsibilities (*comprehensive training will be provided*)

- **Customer experience** - Provide outstanding customer service at all times, including in person and via email / phone, and ensure the rest of the team does too. Proactively look for ways to improve the experience for every customer. Act as the point of escalation for any customer queries or complaints, and respond in a timely and appropriate manner.
- **Staff Management** - Lead the FOH team - providing direction, training and feedback to ensure everyone is equipped to exceed customers' expectations. Feedback to Senior Management, including monitoring attendance and lateness; this will include finding cover for staff absence. Assist with weekly rota management to avoid under or over-staffing. Involvement in disciplinary procedures.
- **F&B** - Ensure all food is served to the highest quality. Assist with stock count, ordering, and deliveries. Add new products to tills. Input invoices into spreadsheets & software. Provide leadership and training to FOH when preparing food, and ensure food safety guidelines are met at all times. Maintaining good standards of service, including making cocktails and preparing food items..
- **Events and hires** - running and supporting events as the key staff member on site.
- **Building maintenance & cleanliness** - take pride in the cinema and ensure that high standards of cleanliness are upheld in the bar, screening rooms, toilets and back of house at all times. Manage the daily and weekly cleaning duties, reporting issues and leading on maintenance projects where required.
- **Programming** - assist with programming & scheduling duties where required, including creating film listings and putting shows on sale.
- **Projection** - be the first line of technical support and complete weekly projection tasks - receive and ingest films, create and schedule playlists, make slides and DCPs, chase trailers and other content, maintain screen alignment, undertake basic fault finding, and respond to issues when they arise.
- **Marketing** - assist with designing and updating in-house marketing assets, e.g. posters, flyers, DCP slides, bar menus. Take photos for social media when required.

- Be a keyholder - securely opening and closing the building and contactable in case of emergency.
- Completing reports at the end of the trading day, and as required during shifts.
- Ensure the safety of employees and guests by complying with all statutory Health & Safety requirements, including maintaining a current Emergency First Aid At Work certificate.
- Uphold systems and processes to prevent loss and to ensure the security of cash, assets, guests and employees at all times. Familiarity with operating CCTV.
- Contribute to the overall success and development of The Castle as a member of the Management team.
- Undertake any other duties as may be reasonably required by Senior Managers.

Person Specification

Essential:

- Excellent communication skills and demeanour with customers, colleagues and managers
- Available to work a variety of shift patterns, including evenings, weekends and holidays
- Punctual and reliable
- Keen attention to detail and a positive & proactive approach to solving problems
- A strong work ethic. Leading by example.
- Natural leadership and ability to effectively delegate tasks.
- Experience of working in a customer service or hospitality/arts environment.

Desirable:

- Experience in a management role, ideally in customer service, hospitality or an arts venue
- Previous bar or cafe work / experience working with stock
- Training and certification - personal licence; first aid; food hygiene
- Projection and technical knowledge

Terms & Conditions

Job title: Duty Manager

Reporting to: GM/AGM team

Manager of: Front of House team

Pay: £14.30 per hour, with paid breaks

Holiday: equivalent of 28 days per year (calculated pro rata) + an extra day for every year worked

Other benefits: complimentary cinema tickets & bar discount, employee assistance programme, cycle to work scheme

Start date: Immediate

Contract: Permanent, with a 6 month probation period.

Hours: part time

Availability: mixture of daytime & evening shifts. Evening & weekend availability is essential. Minimum 1 shift Fri eve-Sun eve, with regular Sat/Sun availability too.

Availability during the festive period is essential (we are closed on Christmas day).

Application deadline: Wednesday 9th April '25 @ 12:00pm

If successful, we will arrange an in-person interview at the cinema. This will be followed by a short secondary interview with another team member.

All successful applicants will be required to provide proof they have the right to work in the UK, as well as a reference from a previous employer.

Please apply via this form: <https://formfacade.com/sm/ya6x1BJL->

Please complete this diversity monitoring survey: <https://forms.gle/4uAP4Z8mqpk9j6Ns9>

Please note: as a small team we may not be able to respond to every application. Thank you for your interest.