



## DUTY MANAGER - SIDCUP

We're hoping to bring cinema back to Sidcup, and looking for brilliant Duty Managers to help us grow and shape this exciting new venue. We're the team behind The Castle Cinema in Hackney, and while plans are still being finalised, our aim is for the renewed cinema to share the same ethos, energy, and commitment to its local community that have helped us thrive.

We're passionate about great films, quality refreshments and excellent service, and our values are: Honest and generous – Friendly and informal – Diverse and inclusive.

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 the Global Majority, LGBTQ+ folk, and those who are neurodiverse or disabled.

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### Purpose of the role

Duty Managers are a vital part of the management team, responsible for the smooth day-to-day running of the cinema. This includes maintaining high standards, leading and supporting the Front of House team, and ensuring every guest has an outstanding experience.

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### Responsibilities

*(This is a guide to the nature of the work. It's not restrictive and other responsibilities may be added. Comprehensive training will be provided)*

#### 1. Nurture the team

- Lead and motivate the FOH team during shifts, providing clear direction and feedback.
- Support training and development, ensuring staff are confident in their roles.
- Monitor attendance and punctuality, arrange cover for absence, and escalate issues where required.
- Lead on 1-1s, appraisals and performance meetings as needed.

#### 2. Maintain operational excellence

- Oversee day-to-day operations during shifts, ensuring the cinema runs smoothly.
- Support stock management (ordering, deliveries, invoices) and maintain tills accurately.
- Provide first-line projection support, including ingesting films, playlists, trailers, and basic fault finding.
- Ensure the building is kept clean, safe and presentable, including supervising daily and weekly cleaning checks.
- Act as keyholder, securely opening and closing the building and ensuring security procedures are followed.
- Complete end-of-day and shift reports, ensuring compliance with Health & Safety and licensing requirements.

#### 3. Deliver an outstanding guest experience

- Ensure guests receive excellent service, resolving queries or complaints promptly and

- appropriately.
  - Uphold health & safety standards, ensuring the venue is safe and enjoyable for all.
  - Lead private hires and events as the main point of contact on site.
  - Support in-house marketing activities when required, such as posters, slides and social media photos.
  - Contribute ideas to improve processes, service and the overall guest experience.
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## Person Specification

### Essential

- Excellent communication skills - to interact with guests, colleagues and managers
- Ability to work a variety of shift patterns, including evenings, weekends and holidays
- Punctual, reliable and professional in presentation
- Strong attention to detail with a proactive, solution-focused approach
- A strong work ethic, leading by example
- Natural leadership skills with the ability to delegate effectively
- Experience in customer service, hospitality, or an arts environment

### Desirable

- Experience in a management or supervisory role, ideally in hospitality, customer service or arts venue
  - Experience working in a bar or café, including stock control
  - Relevant training/certification (e.g. Personal Licence, First Aid, Food Hygiene)
  - Projection or technical experience in a cinema or live events setting
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## Terms & Conditions

**Job title:** Duty Manager

**Reporting to:** General Manager / Assistant General Manager

**Manager of:** Front of House team

**Pay:** £14.00 per hour, with paid breaks. Paid monthly.

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

**Other benefits:** complimentary cinema tickets & bar discount, cycle to work scheme

**Start date:** November 2025 (TBC)

**Probation period:** 6 months

**Term:** 1 year fixed-term contract initially, with the potential to become permanent.

**Hours:** part time, minimum hours TBC

**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).

**Deadline for applications:** Wednesday 29th October 23:59

**Interviews will take place:** Wednesday 5th November

**Please apply via this form:** <https://near.tl/sm/lfGOTGtRq>

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

All successful applicants must provide proof of UK work eligibility and a reference from a previous employer.

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