

Duty Manager - Job Description Title

Duty Manager

Salary £ 14 per hour

Hours 20 hours weekly. Evening and weekend work will be necessary. Overtime may be required from time to time. Some flexibility in the working week may be required.

Responsible to Cinema Manager

Job Purpose To assist in the day-to-day running of the Plaza Community Cinema and its activities.

OVERALL RESPONSIBILITIES

To ensure the cinema and all of its activities are:

- run efficiently and professionally ,
- Meet all safety and legal requirements, and adhere to all the cinema policies.

PRINCIPAL TASKS ARE:

Human Resources

To ensure all people carry out their work in line with their Job Descriptions or Work Plans. To manage all staff on your shift in a responsible manner making sure that all areas are covered correctly.

To make sure that your shift has adequate staffing levels and to report any shortage of staff. To inform the volunteer coordinator of any absences or issues that the staff have. To ensure that volunteers details are protected in line with confidentiality guidelines and Policies.

To operate the projectors in a responsible manner, ensuring that all films go on at the correct time, including adverts, and end credits are left to run without shortening the sequence. To close down all machines at night ensuring that everything is switched off in accordance with procedures.

Finance and security

To cash up the daily box office and kiosk takings efficiently following established procedures. To enter the day's takings on to the paying in book ready for banking the next day. To ensure that all cash is locked away in the safe at night. To check the change box.

To ensure the building is secured at the end of the evening, all locks and chains are secured into position, the securing of chains is the duty managers responsibility. It is essential to be checked making sure there are no patrons left in the building. Finally to set the alarm system on leaving the building.

Plaza Community Cinema

13 Crosby Road North
Wallsend, Liverpool L22 0LD

Tel: 0151 474 4076

www.plazacinema.org.uk

Email: manager@plazacinema.org.uk

Maintenance and Repair

To ensure all screens are cleaned and brushed out after shows. To ensure the foyer area is cleaned including emptying bins and that staff are regularly checking toilets as required by Plaza policies. Any damaged areas such as seating are marked and sealed off as required by Health and Safety and reported for repair.

To ensure that the kiosk area is kept clean and that at the end of the day all machines are cleaned correctly all floats are done and locked away in the downstairs safe. To ensure that the Office is locked up on leaving at night.

Policies and Condition

To make sure all chains are removed from fire doors and that side gate is unlocked before the public arrive, to put chains back on at night and lock side gate, securing the building. To sign the Health and Safety tick sheet stating that all chains have been removed and side gate open and no obstructions are in front of fire doors or escape exits. Ensure that the carpark barrier is secured in to position, upon opening to the public or as required. To lock the car park barrier at closing time.

The consumption of alcohol is strictly prohibited whilst on duty .

Ensuring that all Cinema activities are undertaken to legal requirements and Cinema policies, especially as regards Health and Safety, Fire, Security, adherence to the Cinema's Licence conditions and Equal Opportunities.

To ensure compliance with all relevant Health & Safety legislation.

To carry out all personal duties in a manner that demonstrates both an understanding of, and commitment to, all cinema policies and codes of practice.

Other activities

Any activities requested by the Cinema Manager, in support of the Cinema and its community activities.

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Registered Charity no. 1062570
Company Limited by guarantee no. 3362182
Patron: Sir Sydney Samuelson CBE

Duty Manager - Person Specification

Leadership: Proven experience in leading and motivating a team.	Essential
Communication: Excellent verbal and written communication skills	Essential
Customer Service: Ability to provide exceptional customer service	Essential
Problem solving: Ability to identify and resolve issues effectively	Essential
Organisation: Strong organisational skills and ability to manage multiple tasks	Essential
IT: Familiarity with computer systems	Essential
Flexibility: Ability to work evenings, weekends and bank holidays as required	Essential
Experience in Hospitality: Knowledge or experience in hospitality sector is a plus	Desirable
Technical Skills: Digital projection experience and familiarity with POS systems and other cinema related technology	Desirable
First Aid Qualifications: A first Aid qualification is desirable.	Desirable

Duty Manager – Personal Attributes

- **Professional Demeanour:** Maintaining a professional and positive attitude

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- **Enthusiasm:** A genuine passion for cinema and providing great customer experience.
- **Initiative:** A proactive approach to problem solving and improving the cinema's operations.
- **Friendly:** A positive and friendly attitude to customers and work colleagues.
- **Reliability:** To consistently perform all duties, meet deadlines and fulfil commitments, you must be trustworthy, responsible and accountable for your actions and contributions to the team, and you must be able to work with minimal supervision.

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Thank you for your interest in our Duty Manager Position.

Applications can be made by email to recruitment@plazacinema.org.uk,

We ask that you include the following:

- A Copy of your CV
- Cover Letter

And provide us with the following Personal Information:

- Full Name
- Current Address
- Date of Birth
- Contact Number
- Email Address

Due to the number of emails we are receiving about this position we may not be able to respond to all of the applications made, current closing date is 6th July 2026 but this may vary depending on level of applications made.

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