

Facilities & Technical Coordinator

Castle Cinemas

As our Facilities & Technical Coordinator, you will coordinate building maintenance, preventative upkeep, contractor relationships, safety documentation, warranties, technical support arrangements and facilities projects across Castle Cinemas.

Castle Cinemas is an independent community cinema group with venues in Hackney and Sidcup, alongside active plans to open additional sites. As part of the Head Office team, this role will work across multiple venues and report to the Head of Cinemas.

This is a brand new role, offering an exciting opportunity to shape how facilities and technical coordination works across Castle Cinemas. You will be able to build systems, improve processes, develop contractor relationships and create ways of working that make a lasting difference across the group.

While you will own the tracking and coordination of these issues, you will not be working in isolation. You will be fully supported by the Head of Cinemas and Venue Management teams, who will help guide decisions, share historical knowledge, and assist with complex problems.

This is primarily a role that requires you to be organised, rather than hands-on. You will make sure that issues are properly logged, prioritised, communicated and resolved by the right contractors or support providers in a timely, cost-sensitive and high-quality way. You will need to be confident in learning technical language and engaging with contractors, and being practical is absolutely a plus.

You will help move the business from reactive problem-solving to proactive venue care: spotting patterns, putting preventative measures in place, maintaining clear records, tracking servicing and warranties, and making sure nothing falls through the cracks. You will also champion new projects.

Done well, this role will directly improve the experience of our guests and teams. Clean, tidy, safe, well-maintained and beautiful spaces mean happier guests, happier staff and stronger cinemas.

Key Responsibilities

Facilities, Maintenance, Preventative Upkeep & Procurement

- Coordinate maintenance and facilities issues across all Castle Cinemas sites.
- Create and maintain clear systems for reporting, logging, triaging and tracking issues.
- Keep accurate records of repairs, quotes, costs, contractor visits, warranties, certificates and outcomes.
- Prioritise issues according to urgency, safety, guest impact, operational need and cost.
- Ensure issues are followed up and completed within appropriate timeframes.
- Identify recurring problems and put preventative measures in place to reduce avoidable breakdowns, disruption or damage.
- Maintain servicing schedules, maintenance checklists and forward-planning systems.
- Escalate larger risks, costs or investment needs to Head of Cinemas where appropriate.
- Source and purchase smaller fixtures, technical parts, and venue equipment within agreed budgets.
- Collaborate with the Finance Manager to track project costs, code facilities expenses correctly, and ensure small purchases remain within agreed budgets.

Contractors, Suppliers & Third Parties

- Manage relationships with contractors, suppliers, utility providers (broadband, power), ongoing service partners (e.g., cleaning, waste management), technical support providers and other third parties.
- Research, source and recommend suitable contractors for repairs, servicing, maintenance, refurbishment and specialist work.

- Build and maintain a reliable database of approved contractors and suppliers.
- Request, compare and assess quotes, balancing cost, quality, reliability and urgency.
- Brief contractors clearly and coordinate access, timings and site requirements.
- Chase contractors for quotes, attendance dates, updates, invoices and completion reports, ensuring all invoices are passed to the Finance Manager promptly for payment.
- Check that works have been completed properly and follow up where issues remain unresolved.
- Develop enough contractor and technical knowledge to ask good questions, challenge unclear advice and spot when something does not sound right.
- Negotiating prices and contracts for the group.

Communication & Team Support

- Communicate clearly and proactively with the Head of Cinemas, Finance Manager, Cinema Managers and Duty Managers.
- Keep teams updated on what is being fixed, when contractors are attending, and any expected disruption.
- Make sure urgent, guest-facing or safety-critical issues are escalated quickly.
- Create simple processes for teams to report building, equipment or technical problems.
- Follow up with teams after works are completed to confirm that issues have been resolved.
- Act as a reliable point of contact for facilities and technical coordination across the group.
- Collaborate closely with Head of Cinemas and venue teams to troubleshoot complex issues, knowing when to ask for guidance, historical context, or a second opinion.

Compliance, Contracts & Documentation

- Maintain records of contracts, warranties, service agreements, certificates, venue licenses (e.g., Premises, DPS, PPL PRS), insurance policies, and facilities documentation, including contributing to the internal Operations Manual.
- Track expiry dates, renewal dates, servicing schedules and compliance deadlines.
- Work with cinema leadership teams to ensure risk assessments and building safety documentation are up to date.
- Support preparation for inspections, audits, landlord queries, insurance requests or other building-related requirements.
- Ensure key documents are stored clearly, consistently and accessibly.

Projection, IT & Venue Equipment

- Coordinate projection maintenance: Track warranties, lamp lifespans, and service schedules for all cinema AV equipment, including projectors, servers, and sound processors.
- Provide first-line troubleshooting: Act as the first point of contact for projection, TMS (Theatre Management System), and IT network issues, escalating complex faults to external support partners.
- Manage AV upgrades: Assist with sourcing, pricing, and installing new projection, networking, and POS hardware across the group.
- Coordinate support arrangements for technical systems and venue equipment.
- Coordinate and troubleshoot basic IT infrastructure, including venue Wi-Fi, local networks, VoIP telephony systems, and Point-of-Sale (POS) hardware.
- Manage relationships and contracts with technical support providers.
- Track warranties, service agreements, equipment records and support contacts.
- Coordinate repairs, replacements and servicing for technical hardware.
- Develop projection and venue technical troubleshooting knowledge, with training provided.
- Help teams log, communicate and escalate technical issues appropriately. Maintain an accurate asset register for projection, IT, AV and venue equipment, including purchase dates, warranty information, service history, support contacts, expected lifespans and replacement needs.

Projects, Renovations & New Site Openings

- Support larger ad-hoc projects, including full renovations, refurbishments, venue improvements, technical upgrades and new site openings.

- Research suppliers, contractors, materials, equipment and specialist advice.
- Track timelines, quotes, costs, risks, decisions and next steps.
- Coordinate practical arrangements for works taking place on site.
- Support new site set-up, including contractor lists, maintenance systems, warranties, certification records, technical support arrangements, snagging lists and opening-readiness trackers.
- Help ensure projects are completed on time, within budget and to a high standard.

Example Tasks

- We are installing a new HVAC system. You would gather at least three quotes from well-reviewed contractors, research the proposed hardware and requirements, coordinate site visits, ask informed questions, challenge unclear or unsuitable recommendations, and present your suggested next steps to the Head of Cinemas.
- One of our key contractors is not delivering work to the required standard. You would research alternatives, review public reviews and peer recommendations, recommend a preferred option to Head Of Cinemas, support contract negotiation and onboarding, and manage the ongoing relationship.
- A building, facilities or equipment issue is reported, such as a leak, faulty lock, damaged flooring, ventilation fault, broken popcorn machine or air-conditioning failure. You would assess urgency, check the issue history and warranties where relevant, arrange contractor support or source parts, track costs, update the team, record the outcome and put preventative measures in place where possible.
- A technical issue affects operations, such as a TMS/server fault, POS problem, Wi-Fi issue or projector fault. You would troubleshoot where appropriate, advise the cinema team, provide out-of-hours support if required, guide escalation to technical support partners, coordinate any site visits or hardware needs, and keep the team updated. You would also create practical troubleshooting guides, escalation routes and contingency plans so knowledge is shared and cinema teams can respond confidently to common issues.
- A compliance or documentation deadline is approaching, such as a fire safety requirement, premises licence document, warranty expiry, service certificate, insurance query or building control request. You would gather what is needed, chase the relevant people, file the documentation and update a central tracker.
- A larger venue project is underway, such as a full-site renovation or new site opening. You would help keep the project moving by tracking quotes, contractor dates, costs, dependencies, decisions, warranties, certification and snagging items, while ensuring existing sites continue to be well maintained and everyday facilities issues are not missed.

Person Specification

Essential

- Outstanding organisational and administrative skills.
- Strong written and verbal communication skills.
- Confidence coordinating multiple tasks, contractors, projects and priorities.
- Excellent spreadsheet, tracking and record-keeping skills.
- Ability to create and improve clear systems and processes.
- Confidence dealing with contractors, suppliers and external service providers, including asking questions, clarifying technical information and challenging unclear or poor-quality advice.
- Ability to chase, nudge and follow up persistently and professionally.
- Strong attention to detail and ability to meet deadlines.
- Practical problem-solving skills and sound judgement.
- Ability to research options, compare quotes and identify the best solution.
- Ability to spot recurring issues and put preventative measures in place.
- Cost-conscious approach, with a focus on value, quality and long-term reliability.
- Clear understanding of when to escalate risks, costs, or operational issues, and a comfortable willingness to ask for help when navigating unfamiliar systems.
- Willingness to develop technical and projection troubleshooting knowledge, with training provided.
- Interest in using digital tools, spreadsheets, AI and automation to reduce repetitive administrative work and improve systems.
- 3 years experience in a similar role

Desirable

- Experience in facilities coordination, venue operations, office management, project coordination, hospitality, cinema, retail, events or a similar environment.
- Experience working across multiple sites.
- Experience supporting renovations, refurbishments, fit-outs or new site openings.
- Experience managing maintenance logs, contractor databases, compliance records or servicing schedules.
- Experience obtaining, comparing and assessing contractor quotes.
- Understanding of risk assessments, building safety documentation or statutory certification.
- Technical, AV, projection or equipment troubleshooting experience.
- Experience managing warranties, service contracts or support agreements.
- Interest in independent cinema, hospitality, beautiful public spaces and excellent guest experience.
- Full UK driving license and/or moped license
- Own vehicle

This is a guide to the nature of the work. It is not restrictive, and other responsibilities may be added as the business develops.

Terms & Conditions

Reporting to: Head of Cinemas (Note: One of our Directors is currently acting as Head of Cinemas while we recruit for this new role, so you will report directly to them in the interim).

Salary: Salary: £32,320 per annum (gross, full-time equivalent). Pro-rated if a 4-day working pattern is agreed.

Contract: Permanent

Working Pattern: 4-5 days per week, depending on the candidate. The role will primarily be worked during regular office hours, with flexibility required around site needs, contractor visits and project work. The role will require occasional out-of-hours support for urgent facilities and technical issues. This may include providing remote advice, escalating issues to contractors, and helping coordinate an appropriate response.

Location: your time will be split between Homerton, Sidcup and our head office space in Walthamstow. New cinema sites (within the M25) may be added and regular site visits will be required. There will be some flexibility for remote/admin work.

Holiday Entitlement: 30 days/6 weeks per year, inclusive of public holidays

Other Benefits: Complimentary tickets to screenings, discount on select food and drink, Health Assured Employee Assistance Programme, Cycle to Work scheme, additional leave for long service

How to apply

Your application will be made up of:

1. Your CV
2. Your cover letter
3. Your completed application task (details below)

All three parts must be submitted via this form: <https://formfacade.com/sm/ya6x1BJI->

Application deadline: Sunday 26th July 23:59

Interview dates: Wednesday 5th & Thursday 6th August

Second round interviews: Tues 11th August & Wed 12th August

Application Task

For this task, we are interested in how you think about organisation, communication, project tracking and practical delivery across multiple sites. Please spend no more than 45 minutes on this task.

Scenario

Castle Cinemas is currently managing several major facilities and technical projects across multiple sites. These projects sit alongside regular day-to-day repairs and maintenance issues, including broken equipment, leaks, contractor call-outs, technical faults, warranty claims, compliance checks and urgent guest-facing fixes.

The current major projects are:

1. We are organising a full renovation of our Hackney cinema. This includes new seats and carpet in Screen 1, structural changes to the tiered seating and steps, installation of a new extraction fan system in the bar, and re-decoration throughout the space.
2. We are continuing to improve Castle Sidcup, our second site. It has been open for six months, so there is still a lot to be done to the physical space, including snagging, upgrades, repairs and longer-term improvements.
3. We are opening our third cinema in Catford this year. This will be a full refurbishment and installation project, requiring coordination of contractors, suppliers, technical equipment, warranties, certification, snagging and opening-readiness work.

Context & Current Setup

To help you tailor your response, here is a quick snapshot of how we currently operate:

- **Software Ecosystem:** We use Google Workspace (Sheets, Docs, Drive) and Slack for day-to-day work.
- **Communication Channels:** Team communication happens primarily on Slack, alongside weekly site management meetings and active "emergency-only" WhatsApp groups.
- **Maintenance Volume:** We average roughly 1 to 2 new maintenance requests per site each week, alongside our ongoing projects.
- **Financial Autonomy:** You will have initial autonomy to sign off on repairs up to £250, which will scale up to £500 once you are settled into the role. Anything above this requires Director approval.
- **Tech Budget:** We do not have a massive budget for complex, enterprise-level facilities software. We prefer clever, cost-effective uses of our existing tools, simple integrations, or highly affordable software if it genuinely saves massive amounts of time.

Task

Please prepare a short response explaining what tools, systems and routines you would introduce to help oversee this work. Your answer should explain how you would:

- keep track of major projects and day-to-day maintenance across multiple sites
- prioritise competing issues
- keep Head of Cinemas, site teams and contractors updated
- make sure work is followed through to completion
- help move the business from reactive repairs to more preventative maintenance

You may include example trackers, tables, templates or workflows if helpful.

Tool Use

We understand that candidates may use tools such as templates, spreadsheets, project management software or AI to help structure their response. That is fine – using appropriate tools effectively is relevant to this role. What matters to us is your judgement: how you prioritise, what information you think is important, how clearly you communicate, and how you would help the business stay organised.

At the end of your response, please add one sentence telling us whether you used any tools, templates or AI, and if so, how you used them.