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**Job Description**

**Position: Duty Manager**

The Curzon is a heritage cinema, having been continually in operation since 1912. Well-loved by the local community, we screen a mix of mainstream and art house films, with a variety of other events, including comedy nights. The work of the Duty Managers is varied, public-facing and can be demanding. There is an element of technical know-how needed, but most importantly, a willingness to be flexible and good-humoured.

As a small dynamic team, we offer great opportunities to progress in the world of independent cinema and arts venues. If you love film or are passionate about cinema and live events, then the Curzon could be the perfect place to progress your career.  We are a venue that regularly hosts some big names, for example Jack Dee, Mark Watson and Jon Richardson.

We also host Q&A's with producers and directors such as Ken Loach, Stephen Woolley and Elizabeth Karlsen and the founders of Aardman.

The Curzon is part of Film Hub South-West connecting us to a web of independent cinemas across the whole country.

No two days are ever the same!

Duty Managers work between 1.5 and 6 hour shifts several times a week, and, as we run a 7-day a week operation, shifts take place during the daytime, evenings and weekends. There’s a 3-month probationary training period, during which time you will be classed as ‘cashier’.

The job involves some manual lifting and carrying up flights of stairs.

Duty Managers are 18 years or over and will be DBS checked.

**Reports to: Front of House Manager**

* Responsible for: cinema box office takings; re-stocking concessions; setting up the cinema and projection (training available) before and managing the clear-up with volunteer team after the programme and briefing the programme team (which includes volunteers).
* Purpose: to provide excellent customer care and a range of front of house duties including ticket sales and film projection, meeting the needs of a busy 7 day-a-week cinema
* Contract**:** Part time
* Time commitment: flexible. This role requires weekend and evening working. You will be expected to work every other weekend.
* Salary: £9.90 per hour.

**Responsibilities**

* To assist the Front of House Manager with the daily tasks necessary to deliver excellent customer care and to exhibit films in line with the advertised programme.
* To assist with the leadership and oversight of the volunteer team to ensure that we maintain high standards of customer care and cleanliness in line with our organisational values and commitment to provide a friendly welcome.
* To be unafraid of new technology and eager to learn new skills.  You will receive all the relevant training in both Box Office and Digital Projection systems.
* To ensure that all public areas meet the highest standard of health and safety in line with contemporary legislation; our organisational values and with regard to the heritage nature of the building.
* To play a part in promoting the Curzon by ensuring all posters, leaflets, flyers are neatly displayed and up to date.
* To assist with the delivery and coordination of a wide range of community events and activities to ensure that all necessary equipment and access requirements are met and volunteers are briefed.
* To manage the delivery, storage and display of all concession and bar stock

**Skills and Experience**

Essential

* Excellent customer care and communication skills both in person and over the phone
* Ability to handle and calculate cash/monies
* Familiarity with Health & Safety practice and Equality in the workplace.
* Good communication skills, both verbal and written
* Some technical ability
* Flexible, reliable and positive approach to work and a willingness to learn new skills to meet the needs of the organization.

Desirable

* Digital Projection experience
* Bar service skills and experience with alcohol sales
* First Aid qualification
* Problem solver
* Willingness to adhere to our eco-friendly policies

The Curzon pays the Real Living Wage and is an eco-friendly company.