



## 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.

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. 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/9 hrs
- Time commitment: flexible. This role requires weekends and evening working and weekday. Salary: £9.90 per hour.

### Responsibilities

- To assist the Front of House Manager with the daily front of house tasks necessary to deliver excellent customer care and to exhibit films in line with the programme.
- To comply with Covid-safe guidelines as applied to a public space.
- To assist with the leadership and oversight of the volunteer team to ensure that we maintain the highest standards of customer care and cleanliness in line with our organisational values and commitment to provide a friendly welcome.
- To operate the digital projector in a professional manner to ensure that we maintain a high standard of technical presentation that meets our customer experience expectations.
- To assist with the co-ordination of all day-to-day front of house requirements to ensure that the building is prepared for, and the team delivers, a wide range of events and activities including film showings, events, community education activities, meetings, music concerts, conferences and a wide range of other activities.



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Charity Number 1058389 Company Number 3238712

- To ensure that the building maintains the highest standard of health and safety for all its users including visitors, staff and volunteers in line with contemporary legislation; our green values and with regard to the heritage nature of the building.
- To play an active part in the ongoing marketing of the Curzon by ensuring all posters, leaflets and flyers are kept up to date and encouraging our audiences to use them.
- To assist with the management, delivery and coordination of a wide range of community events and activities to ensure that all necessary equipment and access requirements are met.
- To stock-take and manage the delivery, storage and display of concession and bar stock.

## Skills and Experience

### Essential

- Excellent customer care and communication skills
- Familiarity with Health & Safety practice and equality in the workplace.
- Familiarity with the ScreenSkills Covid-SafeAwareness training:  
<https://www.screenskills.com/information-and-resources/information/e-learning-faq-ukca/>
- Good communication skills, both verbal and written
- Technical ability
- Flexible, reliable and positive approach to work and a willingness to learn new skills to meet the needs of the organisation.

### Desirable

- Digital Projection experience
- First Aid qualification
- Problem solver

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



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