

Curzon Cinema & Arts

Recruitment pack:
Duty Manager

Curzon

ABOUT US

WHO ARE WE?

The Curzon Cinema & Arts has long been established as both a cultural and heritage asset. Built in 1912, it is one of the longest running independent cinemas, housed in a purpose-built Grade II listed building which retains original features whilst utilising the latest cinema and events technology. Over recent years we have embarked on a journey of expanding our programme and in-house capabilities: cementing an ambition of being 'more than just a cinema' to become a progressive platform that enhances and empowers the arts in our region.



OUR AIMS + VALUES

Our ethics and values are at the core of what we do, from programming to how we welcome our audiences.

Fundamentally, we believe that engagement with the arts can create more cohesive communities, open minds, expand hearts and be a catalyst for effective change.

We therefore take our position in the local community seriously, understanding that our responsibility stretches from local commitments and collaborations through to the national and global impact that we can make collectively.

Our relationship with our audiences and the world around us is reciprocal and we believe that our legacy involves giving more than we take away, to both people and place, through what we do.



EQUITY, DIVERSITY & RACISM

We recognise that the demographics of North Somerset are rapidly diversifying, and we have a responsibility to welcome, platform, champion, listen to and involve, people of all races, religions, countries of origin, sexual orientation, genders, and physical and mental ability or disability.

We also understand the structural inequalities that are present in the film industry and have a responsibility to raise awareness of these issues and actively counter them by celebrating stories originating from lived experience, and art forms of all people globally and locally to uplift and centre marginalised voices.



Screening of *Can You Dig This*, 2015, dir. by Delila Vallot

ENVIRONMENTAL

We acknowledge the climate emergency and that all people and businesses have a responsibility to reduce their carbon emissions as a priority. We sign up to the Clevedon Town Council's target of achieving net zero by 2030 by continuing to assess and alter how we run our business whilst utilising our position as a creative and community space to bring our audiences on this journey with us through our programme.



Soil, 2024, dir. by Radford Nicholls, Somerset House

JOB DESCRIPTION

TERMS

Position: Duty Manager

Reports to: Front of House Manager

Contract: Permanent, Part Time,
14 hours p/w (including daytime, evenings
and weekends)

Hourly rate: £12.60 (Real Living Wage)

Leave entitlement: 78.5 hours (based on a
full leave year)

Probation: 3 months

Applicants must be over 18

Location: Curzon Cinema & Arts Clevedon



ROLE PURPOSE

We are looking for someone with a passion for the arts, who thrives on customer service. The role is varied and can be demanding. You'll need to be able to work in a fast-paced environment; providing excellent customer care and undertaking a range of front of house duties which include ticket and concession sales and film projection (training will be provided).

Contributing to the creation and maintenance of a positive and productive culture in which all team members, including volunteers, can feel supported to work and flourish.

Ensuring we maintain a warm welcome, providing exceptional customer experiences for all is paramount to the Curzon's ethos.

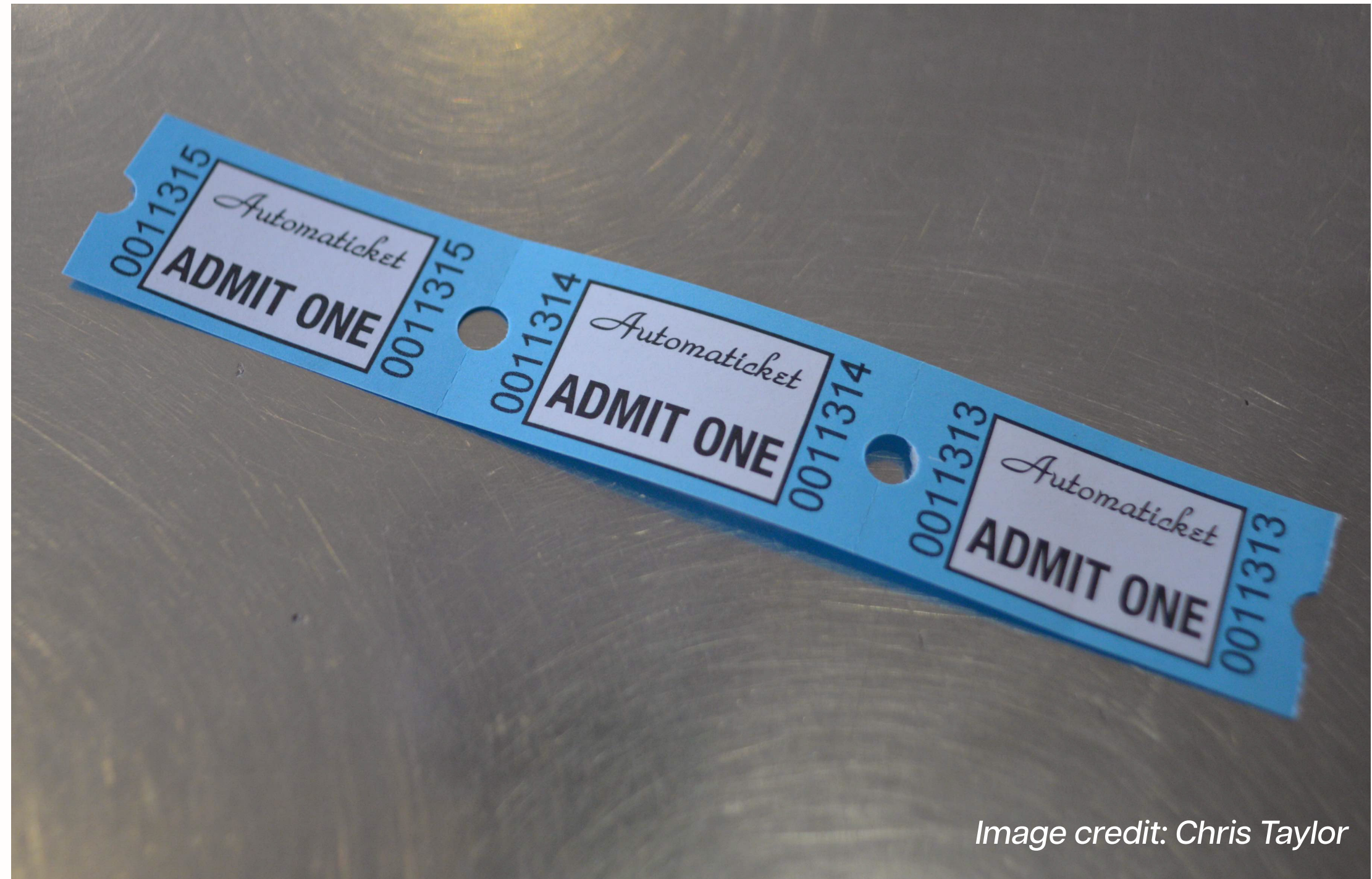


Image credit: Chris Taylor

KEY RESPONSIBILITIES

- Manage the smooth opening, closing and operation of the cinema
- Be the primary point of contact for audiences, ensuring that the highest standards of customer care are always maintained including dealing with customer comments, questions, and complaints, both written and verbally
- Serve customers selling tickets and concessions
- Maintain a high standard of organisation and cleanliness throughout the building, with all health and safety protocols considered
- Collaborate as a team with other Curzon staff
- Supervise and support the volunteer team
- Perform a variety of administrative duties to assist the functioning of the cinema
- To assist with the delivery and coordination of a wide range of events and activities; from film to live music and comedy
- To manage the delivery, storage and display of all concession and bar stock
- To act as fire warden and be a responsible person for health & safety in line with relevant company policies
- To champion our equality, diversity, inclusion and environmental policies in all your work
- Respect and adhere to all company policies and procedures

ADDITIONAL RESPONSIBILITIES:

- To fully contribute as a member of the team at Curzon Cinema and Arts by participating in meetings and discussions and embodying our values: Creative, Community Focussed, and Ethical and Sustainable.
- To undertake any other duties as may be reasonably required by the Front of House Manager or Chief Executive Officer

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. A commitment to embody and champion our values, both in how we work on an interpersonal level and what we do as an organisation
2. Outstanding customer service and an ability to quickly build rapport with all customers
3. A natural team worker able to adapt and be flexible in changes of demand, with humour, troubleshooting in a busy environment as part of a small group of core staff and volunteers of all ages and abilities
4. Excellent written and verbal communication skills
5. Be organised, motivated, and have exceptional time management
6. Experience in handling money
7. An ability to use a ticketing software system (basic computing knowledge required, specific software training will be given)
8. Personal presentation is important as you represent the Curzon brand



Image credit: Sam Cavender

PERSON SPECIFICATION

DESIRABLE CRITERIA

1. Experience of working in a front of house/customer service role
2. Experience of Box Office software (the Curzon uses Ticketsolve)
3. Bar experience
4. Experience of working in an arts venue setting
5. First Aid qualification
6. A passion for film, the arts and how they enrich communities
7. Knowledge of locality and community



HOW TO APPLY & NEXT STEPS...

Before submitting an application form, we would advise applicants to familiarise themselves well on what the Curzon is currently doing.

If this position feels like the right fit for you then fill in the accompanying form which includes a Personal Statement that demonstrates why you would suit this role, what excites you about it and as an inclusive employer we ask you to outline any support you might need if we were to offer you this role. The Equality and Monitoring Form is not a requisite for this application, it will not form part of your assessment and is anonymous; it does however help us monitor whether we are reaching a wide demographic of applicants.

Applications close at midday on Monday 8th September, we will let all applicants know whether they have an interview by Friday 12th September. Interviews will take place on Monday 22nd or Tuesday 23rd September.

