



Job Description – Operations Manager

Responsible to: Chair/Board

Responsible for: Duty Managers, Front of House team, Administrator, volunteers

Contacts: Technical Manager, Projectionists, Customers, suppliers, SWCHS, TIC, film distributors, plus above

Purpose of role:

Responsible for all operational aspects involved in the day-to-day management of the cinema, in accordance with relevant statutory and company requirements.

Key tasks:

1. To be responsible for the recruitment, training, and appraising of subordinates and to manage poor performance and ER/HR issues
2. To manage all major projects, in time and on budget, in conjunction with project teams as necessary
3. To be responsible for cash handling and stock control e.g. refreshments
4. To manage cinema administration e.g. banking, records, payroll administration, cinema database
5. To implement tactical marketing activity and to identify sales opportunities and manage promotions.
6. To deal with local press regarding advertising, e.g. weekly film listings, press releases
7. Management and distribution of publicity material e.g. posters, flyers, weekly e-mail, programmes
8. To work effectively with programming and technical teams
9. To ensure all operational standards are met and delivered, including site security, producing and maintaining procedure manuals
10. To manage Box Office function
11. To manage specific events e.g. guest speakers, one-off screenings and events
12. To manage required cinema statistics including distributor returns, and to be involved with FD regarding financial reporting, budgeting, forecasts etc
13. To manage and co-ordinate staff communications e.g. briefings, bulletins
14. To prepare and manage staff/volunteer rotas and holiday cover
15. To ensure health and safety, hygiene and licensing regulations are communicated and complied with
16. To build and maintain positive external contacts and supplier relationships, including negotiation of contracts and agreements
17. To carry out any other duties, which can reasonably be expected in the effective running of the cinema

Person Specification

Essential criteria

1. Previous experience in retail, leisure or hospitality management
2. Strong IT skills
3. Able to operate independently with a high degree of autonomy, taking the initiative to deal with issues.
4. Excellent communicator and team player
5. Strong creative drive
6. Proven people management experience and ability to delegate
7. Flexible and responsive

Desirable criteria

Clean driving licence and use of vehicle

Knowledge of film industry