



## **JOB VACANCY - CINEMA MANAGER**

**Cinema Managers are responsible for all aspects of the running of the cinema. No two days are ever the same, and it's your responsibility to make sure each and every customer has the best possible experience, as well as making sure that your cinema operates safely and in compliance with all head office and local licensing requirements. Managers are directly responsible for a team of between 6 and 20 staff members, including Duty Managers, Projectionists, Cleaners and Front of House Assistants. You will have the opportunity to undertake off-site training during your initial training period.**

### **The Cinema**

East Grinstead is a 3-screen cinema, part of a larger leisure building that also houses a gym, pubs, nightclub and restaurants. The cinema attains around 95-100,000 admissions per year. The bar (with its outside rooftop seating terrace) trades successfully with an average daily retail spend per head of £2.50. The cinema is successful with mainstream film product, though independent films and Event Cinema are growing in popularity.

### **About You**

WTW-SCOTT Cinemas are looking to appoint a Cinema Manager. We are looking for someone with at least three years' experience in a leisure or retail management environment, with experience in a customer facing role. You will possess excellent customer service skills, and the ability to lead from the front to drive your team. You will understand the importance of back office admin, stock control, and cash procedures – and you must be able to instil these skills in your team to ensure that all aspects of the business are developed. You will be familiar with basic marketing techniques, and should be able to drive admissions and concessions revenue by forging links with local businesses and maintaining nothing but the most perfect environment for our customers. You will have a proven track record of attaining sales and business targets, and your excellent ideas on driving business must translate into practice. We offer full on-site and off-site training in all areas. Above all, you must be keen, willing to learn, and have a strong love of film. You will either hold a personal license (for alcohol sales) or be willing to undertake a training course within one month of appointment.

### **The Job Description**

- Runs the cinema, both in a customer facing environment and with the responsibility for all back-office requirements.
- Ensures the day-to-day running of the cinema complies with all Head Office, Local Licensing & Health & Safety requirements.
- Ensures the highest standards of cleanliness at all times.
- Sale of cinema tickets, refreshments and alcohol. Ushering and cleaning duties as appropriate to the role.
- Delegates key tasks to Assistant Managers and other personnel, ensuring completion to a high standard.
- Forges links with local third party businesses to drive admissions and revenue.
- Meets and exceeds the following KPI's: admission levels, gross Box Office figures, Concessions revenue and PPP, Payroll and staff hours' budgets, Maintenance and cleaning supplies budgets.
- Stock control, such as merchandising, ordering, controlling wastage and rotation.
- Construction of weekly staff shift rotas, and submission of payroll data to Head Office.
- Acts upon instructions issued by the Support Manager, HR & Accounts Manager, and Company Directors and replies in a timely manner to emails and requests for action.
- Readies the cinema for the day ahead, including controlling the digital projection system where necessary.
- A primary task in this cinema will be to drive admissions on Event Cinema product, utilising the other skills listed here to do so.
- Cashing up at the end of the day, ensures that takings are readied to be banked, and ensures that daily banking practices are followed.
- Ensures the highest standard of customer service at all times.
- Ensures the welfare of the staff under their control.
- Prepares weekly exhibition playlists, including ingesting feature films and KDM's.

### **Key Skills**

- Good working knowledge of MS Word & Excel
- IT knowledge to include the use of email, and the ability to use and adapt to proprietary company software.



- Excellent customer service standards
- Excellent grasp of the written English language
- Good mathematical skills when working with money, spreadsheets and figures
- Good communication and interpersonal skills

**Pay & Benefits**

The rate of pay for this position is negotiable depending on experience, with London/South East location taken into account. The average hours per week is 40 – though of course extra hours during school and management holidays are required. Shifts will include evenings, weekends, bank and school holidays. We offer paid breaks, 28 days’ annual leave, automatic enrolment into a pension scheme, discounts on refreshments and free cinema tickets for yourself and your family.

**Applications**

**External Applicants:** To apply for this position, please send a HANDWRITTEN covering letter and TYPED CV to: HR Manager, WTW-SCOTT Cinemas Ltd, Market Street, Newton Abbot, Devon, TQ12 2RB. Alternatively, an email consisting of a covering letter with CV attached can be sent to [customerservice@scottcinemas.co.uk](mailto:customerservice@scottcinemas.co.uk) with the subject “East Grinstead Manager Vacancy.”

**WTW-SCOTT Cinemas is an equal opportunities employer.**

**The closing date for applications is Thursday 12<sup>th</sup> October.**