



## **DUTY MANAGER** **JOB DESCRIPTION 2021**

### **HOURS**

Various. Includes evening and weekend work as well as Bank Holidays.

### **PAY**

£10.99/hr

### **GENERAL**

Manage and supervise all operations of the cinema to agreed standards

Report to: Operations Manager

Responsible for: Front of House staff, Projectionists

### **FOH**

- Serve customers by telephone and in person, selling tickets and dealing with enquiries.
- Supervise staff and ensure that they carry out their duties fully and efficiently and adhere to all company policies.
- Take full responsibility for the cinema whilst open to the public.
- Ensure the adherence to health & safety rules and standards.
- Ensure that excellent standards of customer service are met and that all FOH operations run smoothly.
- Ensure that all FOH areas are well maintained and well presented.
- Deal with any customer complaints or situations promptly, involving others as appropriate.
- Liaise with Café staff and ensure FOH staff assist with Café work as appropriate.

### **FINANCIAL MANAGEMENT**

- Bank monies taken and record takings on box office system.
- Record box office figures for external partners both online and by telephone.
- Reconcile Petty Cash and record details on a daily basis.
- Record staff hours worked for payroll and pass to accountant weekly.

### **ADMINISTRATION**

- Write DM report at end of each shift and distribute by email.
- Pass post to office staff as required.
- Answer phone calls
- Maintain office equipment and stock.
- Supervise postal distribution of weekly listings/ bi-monthly brochure to agreed deadlines.

### **STOCK**

- Maintain appropriate stock levels and report to HOVO as required
- Check and sign for stock deliveries on arrival.
- Source new suppliers when necessary.
- Input deliveries into stock system.
- Oversee monthly stocktake and input data into box office system.

### **PERSONNEL**

- Assist with the recruitment and training of new staff as and when required.
- Review staff performance as and when required.
- Assist with work-related problems and disputes when they arise.



### **REPAIRS & MAINTENANCE**

- Carry out regular checks of the building and equipment.
- Pass on information to Technical & Building Manager.

### **OTHER**

- Attend regular duty management and other meetings as required by management.
- Other duties as may reasonably be required to ensure the smooth operation of the Cinema.

### **PERSON SPEC**

#### **Essential:**

- 1 year's experience in FOH or Duty Management
- Experience of using a computerised box office system
- Excellent communication skills
- Passion for customer service
- Ability to prioritise and keep calm under pressure
- High level of numeracy and attention to detail
- Confident use of Excel/Word packages
- Understanding of licensing/Health & Safety issues
- Willingness to work unsociable hours

#### **Desirable:**

- Experience of working in an arts environment
- Enthusiasm for film
- Personal licence holder
- First Aid/Health and Safety qualifications
- Experience of using Oscar box office system
- Flexibility with regard to working additional hours when required