



Duty Manager: Job Description

Job title: Duty Manager

Reporting to: Executive Director, Operations Manager, Front of House Manager & Assistant Manager

Manager of: Front of House Staff

Salary: £11.00 per hour

Hours: Casual and varied, mostly evenings and weekend

Benefits: Complimentary Staff tickets & discount on Bar/Cafe

The Rio in Dalston is one of London's best loved independent cinemas. With two screens and a lively café bar, the Rio hosts a diverse programme of films as well as live music, comedy and special events. The Rio is also home to several London's film festivals. The Rio is run as registered charity, with a unique policy of community access and local involvement.

"The Rio is one of London's most iconic cinemas and an important cultural asset to the diverse community of Dalston." London Mayor - Sadiq Khan.

Job Purpose Summary

As part of the core management team, you will help run the day-to-day operation of the site and lead your shifts by providing exceptional customer service, maintaining H&S standards, and offering support to your staff members.

Our ideal candidate will have a passion for the arts and be driven in developing the venue into a thriving, cultural hub for the whole community to enjoy.

Your basic hours of duty will be min 18 hours a week on a shift basis that will include evening & weekend work.

Main responsibilities

1. Ensuring that customer service is of the highest standard, through effective management of FOH Staff. To manage customers complaints.
2. To manage the cinema and delegate duties to Front of House staff, ensuring that staff are equipped to meet customers' expectations. Monitoring and feeding back on the performance of all FOH staff.
3. To complete Box Office and sales reports at the end of the trading day.
4. Reporting relevant information to the Senior Managers about building maintenance and operational issues.
5. To ensure the safety of employees and guests by complying with all statutory Health & Safety requirements.
6. To manage and operate Front of House security systems and processes to prevent loss and to ensure the security of cash, assets, guests and employees at all times.
7. To run projection on small-scale special events and hires, occasionally.
8. Contributing to the overall success and development of the Rio as a member of the Management team.
9. To undertake any other duties as may be reasonably required from Senior Managers.

Person Specification

Essential:

- Weekend availability
- The willingness to work a variety of shift patterns as required by the business needs, including evenings, weekends and holidays.
- Experience and knowledge of Health and Safety practice
- Friendly and cheerful attitude and to be able to work well in a team
- Punctual, presentable and reliable
- A proactive approach to solving problems
- Demonstrable excellent customer service skills
- Strong and effective communication skills with the ability to communicate effectively with customers, employees and senior managers
- Confident IT skills on Windows and Mac
- Competence in Outlook, Excel and Word
- Experience working with stock
- Good with numbers

Desirable:

- Experience in managing Front of House activities within an arts venue
- Personal licence to sell alcohol
- Projection and technical knowledge
- First Aid & Fire Marshal trained, with valid certificate.

TO APPLY:

Send an up-to-date CV, a Cover Letter and the completed equality monitoring form available on our website to recruitment@riocinema.org.uk

Please put “**Rio Cinema: Duty Manager**” as the subject of your e-mail.

DEADLINE FOR APPLICATIONS: 12:00pm, Tuesday 12th April 2022.

Start Date: As soon as possible

<https://riocinema.org.uk>

We look forward to hearing from you!