CURZON

DEPUTY GENERAL MANAGER

Curzon

Curzon is the UK's first fully integrated independent film company across production, distribution and exhibition. Curzon is using its 90-year-old prized brand to build a film content-led business that provides unforgettable films in quality surroundings via its Curzon-branded cinemas and digital channels

Purpose of the Role

The Deputy General Manager will support the General Manager in leading the cinema team on a day-to-day basis in all operational issues, to deliver an exceptional customer experience, grow admissions and control costs, whilst keeping high standards of security, health and safety and food safety. The Deputy General Manager will deputise for the General Manager in their absence.

General Responsibilities

- To support the General Manager to manage all aspects of the cinema's operations on a day-to-day basis ensuring that your venue delivers an exceptional customer experience.
- Have a pro-active, can-do attitude in delivering the best customer experience by maintaining high standards, taking professional pride in how you look and how the cinema looks.
- Encourage the team to grow memberships and admissions in the cinema, in line with budgets.
- Have a thorough working knowledge of all Curzon products and find opportunities to promote and sell them, including membership, food and beverage, Curzon Film and Curzon Home Cinema.
- Act as a point of escalation for any customer queries.
- With the General Manager, manage the recruitment, training and induction of new cinema staff in line with the brand values.
- Provide feedback, training and coaching to the team to drive talent management and team development.
- Ensure the team is fully knowledgeable on legal compliance and able to effectively perform in their role.
- Manage the Employee Relations of the team and ensure that employment legislation is adhered to at all times.
- Effectively direct, lead and motivate the management team when deputising for the General Manager.
- Delegate tasks and organise a team in a fast-paced bespoke customer service environment.
- Control costs related to labour, stock, and facilities management by monitoring orders and usage and reactive maintenance callouts, in line with budgets.
- Work with the Events team to ensure all hires are delivered successfully and according to requirements.
- Support the General Manager with film scheduling and programming for the cinema as required to optimise admits as well as food and beverage revenue.
- Be the first line of technical support.

- Liaise with central support functions, external contractors/bodies etc on matters relating to the successful operation of the cinema.
- Establish and maintain relations with the local community, businesses and media to enhance the image of the company and to inform them of relevant developments within the company, its products and services as requested by the General Manager as part of the grassroots marketing campaign.
- Take responsibility for full site compliance with health and safety, financial and security policies and procedures and audits.
- Be vigilant at all times and know the lines of communication and emergency procedures, taking appropriate action to ensure personal safety and security of both customers and colleagues.
- Be aware of all Health and Safety and licensing requirements to ensure that they are adhered to so that the company's responsibilities are not compromised.
- Comply with Curzon's policies and general operational standards and procedures at all times.
- Undertake appropriate training and professional development as determined by your managers.
- Undertake any other duties as may be reasonably required for an efficient cinema operation.
- Act as an ambassador for Curzon at all times by demonstrating Curzon Brand Values and ensure your team does the same.

Personal Specification

- Previous experience of successful management in the cinema or hospitality industry.
- Proven experience of successfully leading and motivating a team to meet business targets.
- Experience of developing employees and managers through training, coaching and mentoring.
- Experience of recruiting and managing staff, with an awareness of good HR practice.
- A strong and effective communicator.
- Financially aware and successful track record of managing profit and loss accounts.
- Passionate about delivering a premium quality guest experience.
- Flexibility and a 'can-do' attitude with a positive and proactive approach to change.
- Professional demeanour, dedicated work ethic, self-motivated, shows initiative and attention-to-detail.
- A genuine and demonstrable interest in film, cinema and a passion for Curzon and what it stands for.
- A drive to make Curzon the best independent cinema company in the UK.
- The willingness to work a variety of shift patterns as required by the business needs, including evenings and weekends.
- Previous experience of running successful marketing campaigns.
- Technology literate.

Our films are all about diversity and we want our teams to be. We are proud to be an Inclusive employer and we encourage applications from diverse backgrounds.

Curzon is also proud to be a Living Wage Employer