

Babylon ARTS

Job Description & Person Specification

Cinema Duty Manager (Casual)

CONTEXT

Babylon ARTS, (operated by Arts Development East Cambridgeshire) is a charity committed to inspiring, developing and delivering quality arts events and activities to engage communities in Ely and West Anglia. We were established 27 years ago and operate from our micro arts venue Babylon Gallery situated on the riverside in Ely where we hold art exhibitions and live events. We run professional arts projects in communities across East Cambridgeshire and work with many local organisations and libraries to bring quality creative projects into communities. We also run Babylon Cinema at the Maltings.

ROLE DESCRIPTION

JOB TITLE: Cinema Duty Manager (Casual)

FT/PT: This is a part-time position, offered on a casual basis. Shifts to be agreed around 2 weeks before the start of each calendar month. Working Days will mainly be on Thursday and Sundays, but will also be offered on other days of the week as required. A typical shift will be 6pm to 9.45pm for evening films and 1pm to 4.45pm.

DURATION: Casual, permanent.

LOCATION: The Maltings, Ship Lane, Ely, CB7 4BB

SALARY: £9.50 per hour + 3% Pension Contribution after the first 3 months (subject to employee eligibility and contributions being made)

HOLIDAY: 24 Days per annum (pro-rata)

MAIN PURPOSE OF THE ROLE

The Cinema Duty Manager Duty Manager will play an important part in the delivery of our independent picturehouse, based at The Maltings in Ely.

You will be the person responsible for opening up the building, checking the screenings' plan with the projectionist, making sure the hall is set-up correctly, operating the box office for any walk-ups, coordinating the volunteer stewards who are supporting the screening and dealing with any matters arising during the course of your shift.

LINE MANAGEMENT

The Cinema Duty Manager will be line-managed by the Box Office and Admin Officer, with overall supervision by the Chief Executive. Note that the role works independently and without direct supervision during their shift. Therefore, it is only suitable for people aged 18 upwards.

KEY DUTIES AND RESPONSIBILITIES

Cinema Customer Service and Coordination

- Open the building and check everything is in order, closing up again at the end of the screening
- Set-up the Box Office laptop and any other equipment necessary for the box office tasks
- Provide friendly and efficient customer service at all times
- Undertake all administration in connection with the sale and booking of tickets for the cinema training will be given for our Patronbase system
- Use the Zettle card machine for card payments
- Coordinate the two to three volunteer stewards who will be responsible for checking tickets, guiding people to their seats, and providing general customer service and if necessary supporting fire evacuation.
- Provide friendly and professional information about the screening and participate in training to enable us to better support disabled, hearing and visually impaired audience members.
- Any other duties as reasonably requested
- Provide first aid assistance if required. Accredited first aid training will be given if not already qualified.
- Safely evacuate everyone from the building should a fire or other emergency situation arise.

The post may be subject to an enhanced DBS disclosure. You will be required to provide the necessary documentation for the checks to be carried out. We also reserve the right to request additional DBS checks at any time in the future. Babylon ARTS is an equal opportunities employer. We celebrate diversity and are committed to providing an inclusive environment for all our employees.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education & Training:	Fluent in English and competency in maths, to grade C at GCSE level or equivalent	Administrative or financial qualifications
Knowledge of:	How box offices operate and general principals around good customer service Managing/coordinating volunteers	The arts and or film.
Relevant Experience of:	Working in an administration role, in a customer facing environment.	Working in a small team.
Skills and abilities	Has a high level of organisational skills. Excellent attention to detail, both when checking written information and when	

	<p>dealing with financial processes such as recording payments and ticket bookings</p> <p>Ability to multi-task and focus when people are regularly in contact by phone and in person.</p>	
Personality	<p>Confident, professional and resilient</p> <p>Demonstrates energy and enthusiasm and the ability to engage the public in a friendly and professional manner.</p> <p>Supportive of others and able to share knowledge and skills effectively.</p>	
General	<p>Enthusiasm for professional development in order to achieve additional skills as required by the role.</p> <p>Ability to work flexible hours to meet project requirements (some evening and weekend work is required when events are held).</p>	

Application

To apply please email or post us a short cover letter explaining why you would like this role and what experience and/or skills you would bring to it, with your current CV.

Email: office@babylonarts.org.uk

Post: Babylon Gallery, Waterside, Ely, CB7 4AU

We will invite applicants we consider to meet the necessary requirements to an interview at the Babylon Gallery on a rolling basis. There is no deadline, but once we feel we have enough new members of our casual team we will stop accepting new applications.