

Cinema Supervisor

Responsible to: General Manager, Assistant Manager, Duty Manager

Functional Links: Directors, Accounts Office, Marketing Department, Retail & Support Manager, Technical Manager

Responsible for: Cleaners, Front of House team

Cinema Supervisors are responsible for the correct operation of the front of house team during their duty shift and are able to use the resources at their disposal to ensure that 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. Supervisors are able to offer support and direction to the front of house team to ensure that they complete their daily tasks to the best of their ability.

Supervisors should possess strong leadership skills, and are responsible for overseeing a team of between 6 and 30 front of house staff members. You will possess excellent customer service skills, and the ability to lead from the front to ensure daily and weekly tasks are accomplished. You should be able to offer ideas and support to your Management Team in order to drive your business forward. Supervisors may not ordinarily take sole charge of a building unless training equivalent to that of a Duty Manager has been given.

Principal Responsibilities

- Ensures the day-to-day running of the cinema complies with all Head Office, Local Licensing & Health & Safety requirements.
- Is able to fully support the Management team in the operation of their venue, taking instructions where given, whilst co-operating with Directors and other members of the support team to ensure correct operation of the cinema.
- Sale of cinema tickets, refreshments and alcohol. Ushering and cleaning duties as appropriate to the role.
- Ensures Front of House teams accomplish key tasks during operational shifts, as set by themselves and the Management team.
- Stock control, such as merchandising, controlling wastage and rotation.
- Is able to respond to a variety of internal and external email communications.
- Readies the cinema for the day ahead, including basic operation of the digital projection system where necessary.
- Assisting the Management team with end of night cash procedures.

Key Performance Indicators:

- Strong leadership skills with the ability to inspire others to drive to be their best.
- Ensures the highest standard of customer service at all times.
- Ensures the welfare of the staff under their leadership.

- Ability to follow and act upon instructions given by the Management team, whilst always being willing and able to offer ideas and suggestions.
- Always ensures the highest standards of venue cleanliness.
- To provide on the job training and coaching to cinema teams under their supervision.

Key Skills:

- Excellent customer service standards.
- Strong written and verbal communication skills.
- Good mathematical skills when working with money, spreadsheets and figures.
- Good interpersonal skills.
- Attention to detail and accuracy.
- Methodical approach to problem solving.
- Flexible, reliable and positive approach to work.

In addition, the Supervisor should be fully capable of carrying out all tasks and performance indicators present in the Job Descriptions for other cinema employees at lower grades.

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