

# The Ultimate Picture Palace

Jeune Street, Oxford, OX4 1BN  
info@uppcinema.com 01865 245288

**March 2023**

## **Job Title: Duty Manager and Projectionist**

Dear Applicant

Thank you for your interest in the above position. Please find enclosed a job description including person specification and terms and conditions of employment. Please consider these carefully and decide whether you wish to apply.

As an independent, community-owned cinema The Ultimate Picture Palace Community Cinema Ltd ('UPP') values inclusion. We listen to and engage with the broadest range of people. This letter lays out some of the steps we are taking to create a more inclusive recruitment process. Many of these steps are new to us, so feedback and questions are very welcome.

## **Before you apply**

You may not have worked in a cinema before, or in an organisation like the UPP. Perhaps you have worked in a public venue or attraction, conference or events department at a university or within a company - which are very transferable contexts.

If you are from a background that is underrepresented in the culture sector (for example you are from a community that experiences racism or you are a disabled person, or you did not go to University or had free school meals as a child), and you would like support to articulate how your experience is transferable to this role, you can book time with us (we will ensure the person you meet is not involved in the recruitment process). They would be pleased to help you think this through. Please request this by emailing Tom Jowett, tom@uppcinema.com, we will not ask you to disclose your background.

## **Timeline**

The closing date for all applicants is: **5pm on Monday 10<sup>th</sup> April 2023**

We will contact all long-listed candidates by: **5pm on Wednesday 12<sup>th</sup> April 2023**

We will then hold interviews on **Tuesday 18<sup>th</sup> April 2023**

**Further information**

Please DO NOT include your CV as it will not be considered. Please put all relevant information on your application form.

We are striving to understand more about who applies to work with us. When you submit your application you will be invited to complete our anonymous equal opportunities monitoring form, which will not be shared with anyone involved in the recruitment process.

The UPP will work with candidates to ensure their access needs are met during the interview process and will ensure access requirements do not factor in decision making.

Thank you for your interest in the UPP.

Micaela Tuckwell

Executive Director

# The Ultimate Picture Palace

<b>Position:</b>	Duty Manager and Projectionist
<b>Reports to:</b>	Executive Director
<b>Responsible for:</b>	Volunteer Stewards/Bartenders
<b>Contacts:</b>	All Duty Manager staff, suppliers
<b>Rate of pay:</b>	£11.10 p/h (up to 7 hours a week - ie. one shift a week)
<b>Contract:</b>	Part time role (Permanent)
<b>Location:</b>	The majority of this role will be undertaken at the cinema site on Jeune Street in Oxford, OX4 1BN.
<b>Shift pattern:</b>	Shifts correspond to the daily film programme from around 3-10.30pm on weekends and 5-10.30pm on weekdays.

## Background

The Ultimate Picture Palace Community Cinema is Oxford's oldest and only independent cinema. Situated in the heart of East Oxford, our iconic cinema has been treasured by generations of Oxford residents, students and tourists. We are proud to have a loyal audience that loves the films we chose as part of our programme and the warm welcome of our small team of staff and volunteers. We prioritise screening independent films from the UK and around the world, well-known and off-beat classic films, as well as themed special events with guest speakers.

Last year marked an important year for our cinema as we became one of the UK's only community-owned cinemas after a successful community share offer so that over 1,300 of Oxford's film-lovers could co-own and participate in democratically running the cinema. As a Community Benefit Society our shareholder members elect a Management Committee from the membership who decide on the strategic direction of the cinema, and in turn cinema staff report to the Management Committee. This transition has allowed the cinema to be brought ever closer to the heart of our community: to entertain, to inspire and to connect.

- ★ **To entertain** with a diverse, thoughtful programme of films from the UK and around the world including new releases, classics, and undiscovered gems.
- ★ **To inspire** a life-long love of cinema for all, particularly young people, by shedding light on the ideas, stories, and production behind films with Q&As, festivals and other learning opportunities through links with local schools, colleges, and universities.
- ★ **To connect** individuals and communities by playing an essential role in social inclusion. We will do this by providing a safe, friendly space for people from all

backgrounds to come on their own or with others and watch a film; providing volunteering opportunities; and links with local community groups.

Our aim is to ensure that the UPP continues to grow as a thriving part of our vibrant, diverse community, and through community ownership, to significantly expand the social value of the cinema.

### **Purpose of Job**

As a one-screen cinema the success of our film screenings relies on the smooth running of our daily film schedule and the welcoming nature of our cinema. The post holder will manage the daily operations of the cinema to provide an excellent and safe visitor experience including: film projection, selling tickets at the box office, supervision of volunteer staff and providing the highest level of customer care and service for our audiences.

### **Principal Responsibilities**

#### Projection Room

- Undertake the operation, film projection and maintenance of cinema equipment including loading films onto our servers, previewing and screening material on our digital projector;
- Maintain the projection room in a clean, tidy and safe manner at all times in line with policy and procedures;
- Operate equipment accurately and in line with policy and procedures;
- Maintain an awareness of general cinema appearance and carry out ad-hoc repairs, alerting the Lead Projectionist about any projection/building maintenance issues you are unable to resolve.

#### Front of House

- Undertake cinema opening, set up and closing requirements whilst on shift to ensure screenings can start promptly including taking responsibility for cash and stock control, setting up the box office system, welcoming volunteers before their shift;
- Deliver high levels of customer care at all times ensuring the highest possible standards when selling tickets using box office system, serving in the auditorium bar, answering customer queries and swiftly resolving issues (in-person, by telephone or by email);
- Supervise and work closely with volunteers and other members of staff during a shift to manage queues and ensuring that all public areas operate in a way that is safe and accessible to all customers ;
- Ensure the appearance of all front of house areas are maintained to the highest standards and that deliveries are dealt with swiftly and stock stored correctly;
- Be responsible for health, safety and hygiene standards including COVID safe measures at all times when on duty including the evacuation of staff and public in the event of an emergency.

### **Key Performance Indicators**

- Film screenings consistently start and end on time;

- Prompt resolution of equipment and building repair;
- Excellent knowledge of our film programme and products maintained at all times;
- Highest standard of customer service delivered to staff and customers at all times;
- Accurate handling of tills, cash and other transactions;
- Stock control and rotation records kept up-to-date;
- High level of volunteer satisfaction;
- Health & Safety/Food hygiene standards maintained at all times;

## **Person Specification**

### Skills & Experience

- Adept technical and IT/computer skills in use of equipment such as digital cinema server system, computerised box office system and tills, and to troubleshoot problems;
- Adept handling and coordination skills in use of equipment such as hot and cold beverage dispensers and for restocking bar;
- Able to undertake manual work and agile as the project room can only be accessed via ladder;
- Proven experience of delivering excellent customer service within an events or public facing environment;
- Excellent interpersonal skills including working as part of a team;
- Previous experience of handling cash;
- Able to prioritise work and work independently in a busy multi-task environment;
- Reliable with excellent time-keeping and management skills;
- Adept at engaging with customers and staff with excellent communication skills and interpersonal manner.

### Skills & Experience - Desirable

- Demonstrates an understanding of stock/cost control systems;
- Proven experience of managing staff or volunteers;
- Able to project a variety of film formats including 35mm, DCP, DVD;
- Proven experience of computerised box office systems.

## **Additional information:**

- The post-holder is expected to wear clothing appropriate to their post.
- The post-holder will be required to undertake such other comparable duties as may be required by Executive Director
- The UPP is open seven days a week, including Bank Holidays (Christmas Eve and Christmas Day are the only exceptions).