



Candidate Information

Position:	Temporary Queen's Film Theatre Operations Manager
School/Department:	Student Plus
Reference:	18/106793
Closing Date:	Friday 5 October 2018
Salary:	£27,831 to £35,210 per annum
Anticipated Interview Date:	Friday 12 October 2018
Duration:	39 weeks

JOB PURPOSE:

Reporting to the Head of QFT, the postholder will be responsible for assisting with the delivery of an efficient, effective customer led service in the QFT. They will help to deliver customer focused targets aimed at maximising income and minimising expenditure whilst delivering exceptional customer service standards, ensuring these are in line with key University, funder and stakeholder objectives.

MAJOR DUTIES:

1. Lead the operational management of QFT, ensuring that a consistent, safe, efficient and profitable service is delivered to a wide customer base, supported by effective communications and excellent quality of service.
2. Assist in the overall performance of the QFT by ensuring that Front of House and Technical staff are aware of, and committed to, the delivery of financial performance targets and other key performance indicators for their area, as agreed by the Head of QFT.
3. In conjunction with the Head of QFT, identify and maximise all potential income generation and commercial opportunities, including overseeing bar and box office sales, private hires and bookings and other commercial services.
4. Oversee the recruitment, induction and management of QFT Front of House and Technical full time and part time staff, ensuring appropriate training and support has been provided to enable them to perform to their optimum.
5. Continually seek to increase revenue and/or reduce costs in order to improve competitiveness within a changing business environment by providing guidance, influence and direction on opportunities, and ensure that timely decisions are made to reflect business needs.
6. Working with Front of House supervisors, review the staffing levels on a weekly basis, provide instruction and advice to ensure that the delivery of customer service standards exceed customer demands, whilst remaining focussed on KPI's, changes to trends in the market place and competitor activity.
7. Responsible for ensuring the effective implementation of policies and procedures that will allow for an efficient and effective service at all times.
8. Oversight of all aspects of the Ticketsolve Box Office system, ensuring data is kept clean and box office regulations around data protection are enforced.
9. Assist the Head of QFT by ensuring that all operational activities are compliant with Health and Safety, licensing and other legislation/regulations and that all QFT technical and infrastructural requirements are fit for purpose.
10. Carry out Risk Assessments for all activities as required and continue to update on an annual basis.
11. As required, provide advice and address operational problems or unresolved issues relating to QFT services.
12. Undertake any other such duties as may be required within the general remit of the post.

Planning and Organising:

1. Implement and organise individual/team activity with an appreciation of longer term issues, ensuring plans complement and feed into broader operational plans, e.g. working with Finance Officer in the review of budgets and providing monthly, quarterly and yearly forecasts.
2. Provide comprehensive and relevant management information based on computer generated monthly, quarterly and annual returns and help prepare reports, proposals and papers as required.

3. Ensure work scheduled and future business needs are recorded and communicated with colleagues to allow expenditures estimated and staff resources managed in the interest of the business.
4. Plan resource to ensure that where possible sickness absence and holiday cover is allocated in a fair and consistent manner and appropriately recorded.

Resource Management Responsibilities:

1. Oversight and management of QFT operations, processes, equipment and facilities in relation with colleagues in Drama, Film Studies and Estates.
2. Overall responsibility for all aspects of health and safety associated with QFT Front of House, including risk assessment and knowledge for all aspects of health and safety legislation.
3. Work with Finance Officer to establish budgetary targets and key performance indicators for each unit and manage performance against targets.
4. Manage allocated budgets to ensure maximum value is delivered for resources deployed.
5. Ensure adequate supply of equipment, fit for purpose for the business unit, is available and safe to use.

Internal and External Relationships:

1. Coordinate and liaise with staff, customers and stakeholder at all levels, providing a professional image of the QFT and the University at all times.
2. Attend internal and external meetings to ensure that the department's issues are appropriately represented at all times.
3. Recognised as the main point of contact for Operational areas within the QFT.
4. Have regular contact with other areas of the University e.g. to develop new/improved processes or to review business needs.

ESSENTIAL CRITERIA:

1. A degree, HND or NVQ level 4 qualification
Applicants without the relevant qualification but demonstrates broad relevant experience will also be considered.
2. Minimum of 2 years' relevant experience to include:
 - Experience of operational management in a cinema/cultural environment.
 - Experience of supervisory or line management of staff in a cinema/cultural environment, including the recruitment, training and motivation of a range of staff.
3. Evidence of leading a team who have delivered exceptional customer service.
4. Ability to assess business requirements and organise and implement resources on short and medium timeframes for own areas of work, using judgement and initiative with limited recourse to manager.
5. Experience of providing accurate information to support financial forecasting and proven ability to make recommendations and solutions to manage budgetary problems.
6. Evidence of excellent oral and written communication skills.
7. Evidence of being customer focused and of having provided excellent customer service in a relevant environment.
8. Good personal presentation in keeping with a business environment and a customer facing role.
9. Good negotiation, communication and interpersonal skills, effective internal and external relations and able to deal appropriately with confidential and sensitive issues.
10. Ability to manage resources.
11. Ability and willingness to work flexible hours to meet the needs of managing the service (i.e. evening, weekend and public holiday work on a frequent basis).

DESIRABLE CRITERIA:

1. Experience of managing Front of House operations and staff.
2. Experience of using specialist IT systems in day to day work.
3. Experience of writing and presenting reports or statistical information.