

Candidate Information

Position: QFT Operations and Business Manager
School/Department: Civic Engagement and Strategic Communications
Reference: 25/112908
Closing Date: Monday 17 November 2025
Salary: £41,519 - £49,536 per annum
Anticipated Interview Date: Monday 8 December 2025
Duration: Permanent

JOB PURPOSE:

To lead and manage all operations of the Queen's Film Theatre in collaboration with and supporting the Head of Culture and Arts.

To ensure that QFT delivers the very best experience to all visitors and partners, providing inspiring and supportive management to the team. To play a key role in the strategic planning and development of the QFT.

MAJOR DUTIES:

1. To provide effective operational leadership for QFT, overseeing ongoing delivery of very busy programme of cultural cinema, events and activities to the varied and engaged QFT audience.
2. Oversee delivery of events and hires including festivals and weddings. Managing festival partnerships including financial arrangements and operational delivery.
3. To assist Head of Culture and Arts with all internal and stakeholder reporting and applications including preparing figures and reports accurately and to an agreed standard.
4. Identify and maximise all potential income generation and commercial opportunities in QFT, including overseeing bar and box office sales, private hires and bookings and other commercial services. Keep abreast of changes to trends in the marketplace and competitor activity.
5. To oversee efficient and high quality QFT operations ensuring all operational activities are compliant with Health and Safety and other legislation and that all QFT technical and infrastructural requirements are fit for purpose both now and for future developments.
6. To instil and maintain exceptional customer service standards and create a culture of excellence for the venue operations.
7. Review systems and procedures and make recommendations for improvements as required.
8. Oversee all staff related issues to include recruitment, training, performance management, conduct, absence management, sickness reviews and appraisals. Oversee management of QFT's extended workforce through the QWork system to include offering assignments and authorising timesheets.
9. Understanding and management of QFT's Box Office and IT system hardware and software, ensuring data is kept clean and box office regulations around data protection are enforced.
10. Ensure that the health, safety, and welfare of QFT's customers and staff are given the highest priority in line with relevant (Health and Safety and Welfare) legislation. Ensure that all operational activities are compliant licensing and other regulations and that all QFT technical and infrastructural requirements are fit for purpose. Carry out Risk Assessments for all activities as required and continue to update on an annual basis.
11. To develop and grow positive and collaborative professional relationships with external partners and internal colleagues from Estates, Information Services and People and Culture.
12. Oversight of financial matters including monitoring and reviewing of agreed budgets. Process staff wages, overtime, shift allowance payments, oversee supplier payments, procurement exercises ensuring adherence to university guidelines and quality product range for QFT.
13. To provide advocacy and cultural leadership for QFT as a centre of excellence for film and the moving image. Supporting the Head of Culture and Arts dealing with regional and national arts bodies, cultural partners and government.

14. Oversight of all customer enquiry management including complaints, ensuring all queries are responded to in a timely and appropriate manner by the team and escalating issues where absolutely required.
15. To lead on QFT's environmental action plan, ensuring that all opportunities to reduce the environmental impact of the operation are taken, embracing innovation and changes required.
16. Deputise for Head of Culture and Arts as required.
17. To carry out additional duties as required in of the post.

ESSENTIAL CRITERIA:

1. A primary degree or equivalent qualification in a relevant subject; OR Substantial relevant experience in a cinema or cultural venue management role demonstrating development through involvement in series of progressively more demanding relevant work roles e.g. Duty Management, Box Office Management experience role involving large numbers of customers and leading a team of staff will be considered.
2. Significant experience in managing a cinema or cultural venue.
3. Experience of planning and implementation of innovation or change.
4. Experience of financial management including budget understanding and management.
5. Experience of managing a multi-disciplinary team of staff.
6. Experience of building and managing relationships.
7. Proven record of successfully delivering against commercial income targets.
8. Demonstrable understanding of technical requirements of cinema projection and programme delivery.
9. Demonstrable understanding of box office systems including hardware.
10. Demonstrable understanding of H&S, licensing and other statutory requirements involved in running a cinema/arts venue.
11. Demonstrable understanding of current legislation relating to Equality and Diversity.
12. Experience of communicating effectively with a wide variety of stakeholders.
13. Excellent verbal and written communication skills, including negotiation skills, presentation skills and report writing.
14. Proven ability to work collaboratively with a wide range of internal and external partners.
15. Demonstrable knowledge of and passion for cinema.
16. Commitment to delivering excellent customer service and high-quality operations.
17. Energetic, enthusiastic and highly motivated.
18. Excellent interpersonal and relationship building skills.
19. Ability to work under pressure, solving problems within a fast-paced environment.
20. Excellent planning and organisational skills.
21. Flexibility and ability to work unsocial hours as required in accordance with needs of the role.

DESIRABLE CRITERIA:

1. A higher degree or additional training in hospitality, management or Film.
2. Good awareness of current cinema industry.
3. Experience of large-scale event delivery.
4. Experience of welcoming VIPs and creative talent.
5. Demonstrable understanding of film industry business models.
6. Demonstrated good awareness of current cinema industry.
7. Experience using VISTA system.

ADDITIONAL INFORMATION:

informal enquiries may be directed to: Sarah Kelly at s.kelly@qub.ac.uk.