



Picturehouse Cinemas Limited

Kitchen Manager, Ashford Picturehouse, April 2019

Picturehouse Ashford is a 6-screen cinema which will open in The Elwick Place development. In addition to a diverse programme of films, ranging from quality blockbusters to independent, classic, foreign-language and art-house, the cinema will also show live HD broadcasts of productions from world-class arts venues, such as the New York Metropolitan Opera and the Bolshoi Ballet, theatre productions such as the Royal Shakespeare Company Live from Stratford-upon-Avon and National Theatre Live, art exhibitions and filmmaker Q&As.

The very highest standards of customer service and presentation will need to be maintained at all times and food and beverage is an integral part of the experience here.

Picturehouse Ashford is part of Picturehouse Cinemas who operate 25 cinemas across the UK and are a stand-alone division of Cineworld PLC.

https://www.picturehouses.com/cinema/Ashford_Picturehouse

Vacancy

For your application to be successful, you will have relevant experience working in a similar role in a professional food and beverage operation. You will also have a track record of leading a team to deliver food and drinks for a wide spectrum of propositions; from casual café dining to premieres and events.

You will be experienced in managing a team of chefs, and front of house staff, and should be comfortable working to tight budgets and targets as well as stock control and ordering processes.

As our Kitchen Manager, a portion of your time will be spent in the kitchen, the remainder delivering and managing the F&B proposition, and as such, you must be an effective trainer and delegator to ensure standards are met at all times across front and back of house.

If you're ready for a new challenge, and have a flair for leadership in the provision of delicious, contemporary food and drink offer for a diverse customer base, then we'd love to hear from you.

Please note there is a requirement to work full time variable hours over any of the seven days with regular work at evenings and weekends. These working hours will also include working as a cinema Duty Manager.

We offer a salary of £22,000 dependent on experience, plus bonus opportunities.

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enquiries@picturehouses.co.uk 020 7734 4342 f/Picturehouses t@Picturehouses
Picturehouse Cinemas Ltd, 7th Floor, St Vincent House, 30 Orange Street, London WC2H 7HH



Office

The Kitchen Manager is based at Ashford Picturehouse, Elwick Place, Elwick Road, Ashford, Kent, TN23 1PF.

Application

To apply for this position please send your CV and covering letter to ben.h@picturehouses.co.uk with "Kitchen Manager, Ashford" in the subject line by 22nd April 2019.

Job Description: Kitchen Manager

Job Purpose

To take overall responsibility for the day to day management of the food and drink operations, to provide leadership and to ensure memorably excellent menus are consistently delivered in every area and at every event.

Main Duties

1. Developing food concepts from proposition to reality.
2. Delivering menus (including specials) suitable for the operation and capable of being prepared, cooked to recipe and served in a timely manner from the kitchens.
3. Undertaking regular menu and sales analysis to ensure a continually current and popular menu that adheres to target margins.
4. Advising on pricing so that menu items produce agreed margins.
5. Recruiting, training and managing the kitchen team ensuring that everyone knows fully what is expected of them and is performing their role to the best of their ability.
6. Delegating effectively to ensure the proposition is carried through consistently at all times.
7. Following company stock management policy and other guidance to acquire stock through pre-approved suppliers ensuring full availability of items at all times.
8. Ensuring Food Hygiene, Kitchen Cleanliness and other health and safety responsibilities are understood and followed by the team at all times.
9. Setting standards for food preparation and service and ensure that they are met at all times; maintaining portion control standards.
10. Ensuring wastage is minimized and recorded when created in food preparation and that stock is rotated to avoid unnecessary waste.
11. Setting flexible staff rotas according to forecast levels of business and within given budgets.
12. Preparing and cooking food to consistently high standards of preparation and presentation; leading the team whilst on shift.

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13. Liaising with staff and the duty managers to communicate delivery times, items out of stock and other information necessary to present a professional service to customers.
14. Undertaking such administration as is necessary for the job's requirements to be fully met.
15. Completing monthly stock takes accurately and ensuring any follow up actions are completed to maximise stock results and efficiencies.
16. Undertaking any other duties which may be reasonably requested of you by the Company for the effective functioning of the kitchen or cinema and to maximise its business.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.

JOB TITLE	Duty Manager
DIRECT REPORT TO	Deputy General Manager General Manager (in the absence of Deputy General Manager)
RESPONSIBLE FOR	Supervisors and Customer Service Assistants
JOB PURPOSE	To deliver the key business objectives and operational excellence through effective management of people and cinema operations. Responsible for managing, coaching and motivating the team to consistently deliver an exceptional customer experience. Provide an engaging work environment, championing succession and development opportunities for all. Be the Duty Manager for the cinema on a regular basis. Focused on delivering excellence in all areas of the business and supporting colleagues, whilst ensuring maximum contribution to the delivery of the cinema's KPIs.
MAIN DUTIES	<p>As per Supervisor job description plus:</p> <ul style="list-style-type: none"> • Deputise for the General Manager (in the absence of a Deputy General Manager) • Ensure effective delivery of all business KPIs and business objectives • Ensure that the business is running efficiently, effectively and in line with company expectations, policies and procedures • Ensure any assigned area of responsibility is delivered in line with business requirements <p>People – You will:</p> <ul style="list-style-type: none"> • Engage teams to deliver improved business results through effective people management practices including coaching, mentoring and driving personal accountability, development and performance

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- Implement, deliver and achieve your business and performance excellence objectives
- Encourage a positive work environment where all employees feel supported

Customer - You will:

- Maintain a management presence at key business times to improve the Customer journey and support your team to deliver a positive customer experience
- Maintain, build and promote awareness of film product, promotions etc.

Operational Excellence - You will:

- Ensure the highest standard of on screen presentation, programming, scheduling, housekeeping, maintenance and operational standards are upheld at all times
- Ensure staff scheduling and deployment is managed accordingly to meet the demands of the business
- Ensure the wellbeing of all employees, customers and visitors is in line with Health & Safety policy, company procedures and operational guidelines
- Ensure all relevant licensing, legislative and business compliance is adhered to
- Maintain operational standards to Company expectation

Finance - You will:

- Awareness of the cinemas controllable P&L/petty cash expenditure and payroll costs to ensure in line with forecasts, targets and budgets
- Manage risk by minimising fraud, cash and stock loss within the business and maintain banking controls
- Maximise all revenue opportunities including retail and Membership sales through effective management and promotional initiatives and incentives

Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you.



PERSON SPECIFICATION

ATTRIBUTES AND EXPERIENCE

Essential:

- Confident in communication with customers and colleagues
- Ability to integrate with the team and demonstrate effective leadership
- Adaptable and flexible to changing circumstances
- Good organisational skills, effective time management and ability to prioritise tasks
- Resourceful and able to work under pressure
- Customer facing experience, in particular in a retail, leisure or hospitality environment
- Takes initiative and is pro-active when working autonomously
- Numeracy and Literacy skills
- IT literate (Microsoft Office suit, industry bespoke software)
- Available to work at key business times i.e. evenings and weekends
- Is flexible on location (able to travel a reasonable distance where applicable)
- Supervisory or line management experience

Desirable

- Local marketing experience
- Knowledge of or a willingness to learn about Audio Visual presentation
- An interest in and knowledge of film and Picturehouse's programming strands

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