

**Job Description: Senior Operations Manager**

**February 2025**

The Senior Operations Manager is a highly visible member of our day-to-day operational team and is responsible for ensuring the effective management and delivery of our very busy daily cinema and events programme, maintaining truly excellent customer service, managing a large FOH team and overseeing building management including all health and safety and licensing.

This is a hands-on, fast paced and fun role.

**Who are we looking for?**

The successful candidate will be an experienced operational leader with a passion for excellent customer service, who is committed to fair access and removing barriers. They will be a great communicator able to connect with individuals from all walks of life, a supportive and nurturing line-manager, and able to juggle a demanding hands-on role whilst also driving forward strategic change and continuous improvements and efficiencies.

**A street with cars parked on it

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**Information for applicants:**

February 2025

Dear Applicant,

Thank you for your interest in the post of Senior Operations Manager at Glasgow Film.

In this pack, you will find some background information about Glasgow Film, along with more detailed information about the role, a job description, a person specification, and broad terms and conditions.

If you would like to apply for the post, please complete the application form and the online equal opportunities monitoring form ([here](https://forms.office.com/e/Y393hv8UNg)). Please refer to the job description and person specification in your application, telling us why you are interested and what skills and experience you would bring to the role.

Please email your completed application form and short covering letter (no more than 2 sides of A4) to vacancies@glasgowfilm.org.

Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date is **Friday 14th March at 2pm.**

We expect that the first (of a two stage) interview process will be held w/b Monday 24th March 2025.

We look forward to hearing from you and thank you again for your interest.

Best wishes,

Seonaid Daly

Executive Director

**About Glasgow Film**

Visiting Glasgow Film Theatre feels like stepping into another world. Since 1939 our iconic picture house has been a jewel in the crown of Glasgow’s cultural offering: a purpose-built cinema in the heart of the city, created for the most enthusiastic filmgoers on the planet.

Under the stewardship of Glasgow Film for half a century, our screens show new releases, thematic seasons, rarely screened classics and undiscovered gems, expertly curated by our in-house programming team. Alongside our many programming partners we champion underrepresented filmmakers as well as all-too-often overlooked cinema from around the globe.  We have meticulously modernised our film technology whilst honouring our rich cinema heritage and our commitment to the unique craft of 35mm and 70mm film projection. We’ve invested in a world class film-going experience including vital accessibility features to support all audiences and our refurbished art deco interiors make every casual visit feel like an occasion.

As a registered educational charity since 1986, Glasgow Film has evolved from a single screen cinema into a thriving three screen hub of activity where children, families, and young people can learn about film, communities can come together, and filmmakers of the future can develop their careers. In 2024 we celebrated our 50th birthday and held the 20th edition of the renowned Glasgow Film Festival, a legacy that has widened our international reach and helped to nurture our dedicated and diverse film going community that celebrates cinema in all its technicolour (and monochromatic) glory.

We offer something truly special, an inclusive and welcoming space where everyone can nurture their passion for film, delivered by a passionate and knowledgeable team who believe in Cinema for All.  We exist to celebrate the magic of film and without us, independent cinema in Scotland would be greatly diminished, losing much of its depth and diversity. People from all walks of life join us to experience films, both new and classic, the way they were meant to be.

**Glasgow Film is:**

GFT (Glasgow Film Theatre), Glasgow’s original independent cinema.

Glasgow Film Festival (GFF), the UK's second-largest film festival, taking place from 26 February - 9 March 2025.  
  
Glasgow Youth Film Festival (GYFF), our annual youth film festival,  co-programmed by a group of Young Programmers aged 15 to 18.  
  
Learning and Youth Opportunities providing children, young people and teachers with the tools and opportunities to get involved in Glasgow’s film culture.  
  
Film Hub Scotland supporting a network of more than 250 film exhibitors serving Scotland's diverse population.

**Vision & Mission:**

Our vision for Glasgow Film is an inclusive, collaborative space where audiences and communities can nurture their passion for cinema and film and be empowered through participation in our programmes. Everyone is welcome and everyone is included. This is ‘Cinema For All’.

Our mission is to provide 'Cinema For All'. We exist to celebrate the magic of film and nurture excellent independent cinema from across the globe. To do this we provide high-quality programmes of curated screenings, festivals, events and industry opportunities; we empower our communities to participate through education and outreach initiatives; and we develop sector leading equalities initiatives to ensure cinema is accessible, safe and welcoming for the widest possible audience.

**Our values are:**

Community

This means that we will value, nurture and grow the Glasgow Film community of film fans, staff, supporters, industry and young people. We will have a positive impact in our community and build meaningful relationships with local people and local organisations as well as national and international networks. We will prioritise equality of access and work to tackle the consequences of systemic racism and inequalities that negatively impact the screen sector and fair access to the arts and culture.

Authenticity

This means we are genuine, honest and transparent with our audiences, our stakeholders and with each other as colleagues. We will behave ethically, with purpose, mindfulness and integrity in our everyday activities. We will celebrate our important history and strong identity.  We know who we are, and our mission and purpose is clear.

Sustainability

This means we will future proof Glasgow Film for future generations through strong governance, expanding the diversity of our communities and reducing our carbon impact.  We will continue to learn how to work more sustainably and imbed good environmental practices across all areas of our organisation.

**Equity, Diversity and Inclusion at Glasgow Film**

Glasgow Films’ commitment to equity, diversity and inclusion is clearly stated in our vision: Cinema For All. We have a proud history and track record of diverse programming, equalities driven partnership working and developing sector leading equalities initiatives (particularly for disabled audiences). Our flagship initiatives are informed by the views of those with lived experience and we understand that discrimination and inequality affect people in complex ways. Our Equity and Anti-Racism Strategy (led by the Executive) guides our priorities, and our programme and engagement activities play an important part in the success of this strategy.

Information on our community engagement and flagship equalities initiatives can be found [here](https://www.glasgowfilm.org/community).

Glasgow Film’s commitments in response to Black Lives Matter can be read [here.](https://www.glasgowfilm.org/updates-on-black-lives-matter-commitments)

Glasgow Film organises annual equalities training for staff and volunteers.

Glasgow Film has a Staff and Volunteers Diversity Committee which meets quarterly.

**Job Description: Senior Operations Manager**

**Terms and Conditions**

Employer: Glasgow Film Theatre

Salary: £38,010 per annum

Term: Permanent

Hours: Full time - 35 hours per week (5 shifts per week Monday - Sunday) and as necessary to fulfil the scope of responsibilities within the post. This role involves regular weekend and evening work.

Place of Work: 12 Rose Street, Glasgow

Holidays: 23 days per year plus 8 currently recognised bank/public holidays.

Notice Period: During probation period notice is 1 week, after confirmation of post notice period is 3 months for both employer and employee.

Pension: This position will be part of Glasgow Film’s auto enrolment pension plan.

Right to work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

References: Offers of employment are subject to the receipt of references that are satisfactory to Glasgow Film.

Other benefits:        Staff membership benefits (subject to availability): free and reduced priced tickets to Glasgow Film screenings; access to staff screenings; staff rates for hot drinks in café; employee assistance programme; discounted (optional) membership at Hilton DoubleTree Gym and Pool (subject to availability).

Start date: June 2025 (exact start date tba)

Glasgow Film is an Equal Opportunities Employer and as such all positions will be offered to the candidate with the required skills for the post and without consideration to a candidate’s race, ethnic origin, nationality, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability.

**JOB DESCRIPTION: Senior Operations Manager**

**Reports to:** Executive Director

**Department:** Front of House

**Responsible for:** FOH Duty Managers x 3

Head Cleaner (and 6 current team members)

Front of House Operatives x 17 current permanent staff

**Staff Structure:** See attachment

**Principal Purpose of the Post**

Glasgow Film is seeking a dynamic and experienced operational leader to join our team.

The Senior Operations Manager will be responsible for ensuring the delivery of truly excellent and inclusive customer service across our cinema and events, box office and bar operations, nurturing a positive and supportive culture for GFT staff and volunteers, managing and developing essential systems and processes, building management including health and safety and venue licensing, and helping to maximise income across admissions, memberships, bar sales and hires.

As a key member of our Senior Management Team, the Senior Operations Manager will work very closely and collaboratively with key colleagues across the whole organisation including Technical, Programme, Youth and Learning, Marketing, Fundraising, Festival and Finance and leads the FOH and Cleaning teams.

This is a hands-on, fast paced and fun role, and the Senior Operations Manager will be a highly visible member of our day-to-day operational team regularly covering duty manager responsibilities to help with holidays or absences and working weekends and evenings as required.

The Senior Operations Manager ensures that our very busy daily and annual programme is delivered to the highest standard whilst also working strategically with other senior colleagues to achieve our long-term goals.

**Responsibilities**

**Operations and Building management**

* Ensure excellent customer service and care across our annual programme of cinema screenings, special events, festivals, school screenings and private hires
* Ensure the operational delivery of our cinema and events, box office, and bar services is delivered efficiently and to the highest standard
* Oversee the effective processing of monies from bar and box office, relevant banking and provision of change for our customer-facing operations
* Ensure building security, lead on key-holding responsibilities and organising of security provision
* Leading the team of FOH managers and helping them to deliver effectively across their areas of personal responsibility (Bar, Volunteers, Box office and Staffing)
* Support the Head Cleaner to maintain the highest standard of cleanliness across all areas of our facilities and estate
* Ensure that Glasgow Film is fully compliant with all health and safety and licensing legislation; creating and reviewing relevant risk assessments for standard activities and specific events in the cinema; delivering Fire Training for Staff and Volunteers
* Working in conjunction with the Technical Manager to identify and plan building maintenance that is required
* Support the Learning, Youth and Communities teams to ensure that Glasgow Film’s Child Protection and Safeguarding policies are strictly adhered to, specifically acting as the Deputy Child Protection Officer (full training and PVG will be provided)
* Foster a culture where FOH Operatives are informed and knowledgeable about our programme and services to ensure effective promotion and customer engagement
* Help maximise income from admissions, memberships and bar sales and lead on private hire strategy/delivery

**Leadership and People management**

* Plan and oversee rota planning with key colleagues in the team, ensuring weekly and annual budgets are monitored
* Set and maintain high standards for the FOH and Cleaning teams, leading, developing, supporting, and coaching staff
* Build a strong efficient and effective team with clear targets and key performance indicators in line with the strategic plan
* Effectively manage the performance of staff to deliver outstanding services and facilities
* Develop an inclusive and positive culture of proactive communication, collaboration and trust across teams and departments
* Work with Finance and HR to follow internal and best practice HR processes, ensuring there are effective recruitment, induction, and training development and support plans for all staff

**Strategy, Development and Reporting**

* Contribute to strategic business planning, identifying short -medium- and long-term development needs across all areas of responsibility
* Ensure that service developments and changes meet the needs of customers and are market research led and in line with sector or technological developments
* Take a leading role in driving forward our Journey to Net Zero, Fair Work and Anti-racism and Equity strategies
* Track quantitative and qualitative data and complete key internal reports and evaluation
* Deliver continuous improvements to improve efficiencies through innovative and digital first solutions where relevant

**Other**

* Undertake other activities and duties commensurate with the role as requested by the Executive Team, including deputising, leading projects, and supporting other departments
* Have a demonstrable commitment to Anti-Racism, Equity and Diversity
* Fully participate in company meetings and events as required
* Attend relevant training and be proactively committed to your own professional development
* Ensure Glasgow Film maintains an inclusive and positive organisational culture.

**PERSON SPECIFICATION:**

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| --- | --- | --- |
| **EXPERIENCE & KNOWLEDGE** | **ESSENTIAL (E)/ DESIRABLE (D)** | |
| Demonstrable (approx. 5 years+) experience of management in a comparable environment (this could include a cinema, arts/music/entertainment venues, festivals, visitor attraction or hospitality settings) | E | |
| Demonstrable experience of recruiting, managing, training, and developing a diverse staff team in a customer focussed setting | E | |
| Demonstrable experience of managing multiple and complex customer facing services including hospitality, ticketing and box office, events and private hires | E | |
| Significant experience and knowledge of ticketing and box office systems | D | |
| Experience of developing operational plans and strategies | D | |
| Previous direct responsibility for managing health and safety policies, completing risk assessments and a good knowledge of applicable health and safety legislation | E | |
| An understanding of child protection and safeguarding | D | |
| An understanding of and clear commitment to anti-racism, equity, diversity and equal opportunities | E | |
| An understanding of environmental and sustainability issues relevant to the role | D | |
| **SKILLS AND ABILITIES** | | |
| Able to lead and manage | E | |
| Excellent interpersonal skills | E | |
| Able to actively problem solve and manage challenging situations | E | |
| Skilled in managing conflict, assessing and mitigating risk and crisis management | E | |
| Excellent communication (internal/external/customer facing) | E | |
| Digital and data confident | E | |
| Confident First Aider (up to date training/certification would also be provided) | D | |
| Previous personal license holder (full training/certification would also be provided) | D | |
| Able to work on own initiative and manage complex workload and deadlines | E | |
| Strong administrative and organisational skills | E | |
| **PERSONAL QUALITIES AND ATTITUDES** | | |
| Positive, friendly, empathetic and inclusive | E | |
| Flexible and open minded | E | |
| Pro-active and motivated | E | |
| Calm and focussed under pressure | E | |
| Committed to quality and attentive to detail | E | |
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Don’t meet every single requirement? Studies have shown that women and those from the Global Majority are less likely to apply to jobs unless they meet every single qualification. We are dedicated to building a diverse, inclusive and authentic workplace, so if you’re excited about this role but your past experience doesn’t align perfectly with every qualification in the job description, we encourage you to apply.