

National Cinema Manager Recruitment Pack

Reports to: Chief Operating Officer (COO)
Manages: All Cinema Managers (currently five, six by end of 2024) and one Technical Assistant
Location: London Bridge central office (40% home-based also possible)
Terms: Full time (35 hours p/w, 5 days)
Salary: Band 4 - £39,768 to £43,177 per annum depending on experience
Benefits: Employer pension contribution of 5%, 27 days Annual Leave plus bank holidays



About MediCinema

MediCinema is a unique national UK registered charity that improves the wellbeing and enriches the quality of life of NHS patients and their families through the power of the shared cinema experience and the magic of film. We achieve this by building and running specially equipped cinemas inside hospitals, screening the latest films for free for patients of all ages. Our services help patients and their families by reducing feelings of isolation, anxiety and stress, improving emotional, mental and physical health and increasing patient resilience to help them cope with what they are going through.

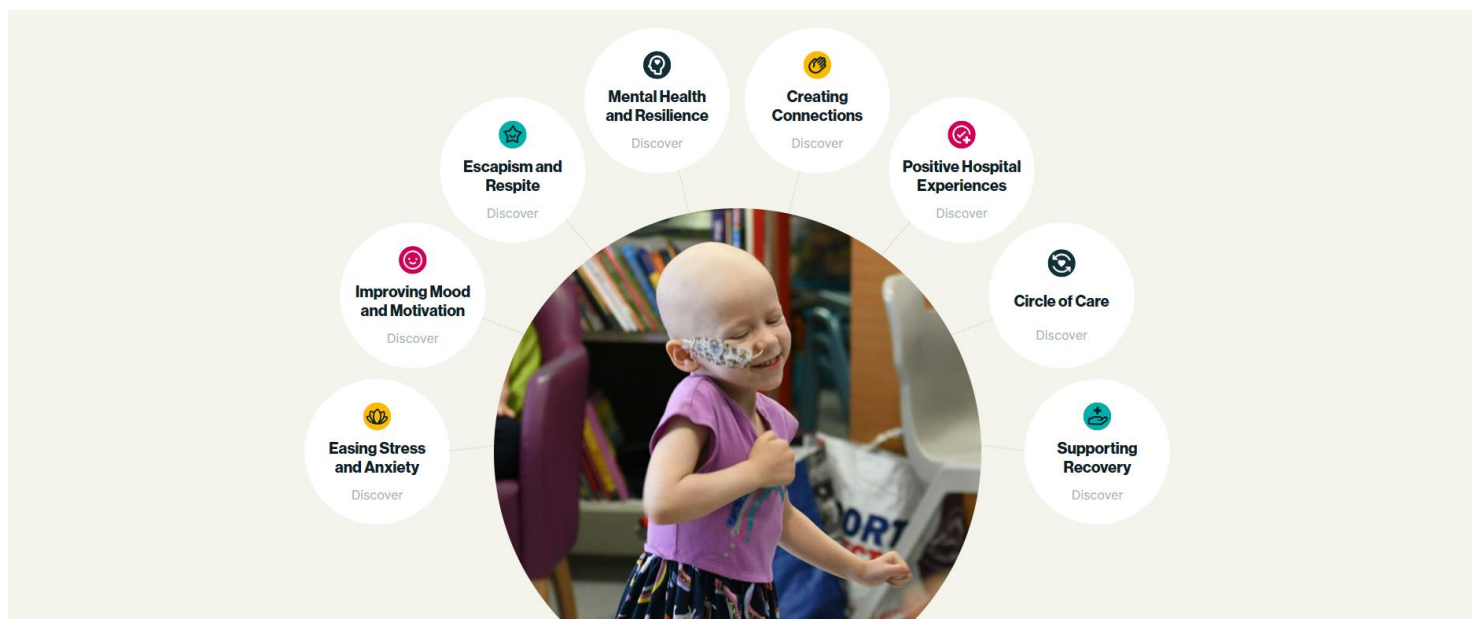
Our purpose-built in-hospital cinemas are designed to accommodate patients in hospital beds and wheelchairs, on drips or with monitors. Patients are looked after by trained volunteers who accompany them to and from the cinemas, and by two nurses who are present at each inpatient screening. In addition to our regular inpatient screenings, in 2023 we introduced new Tailored Screenings for specific patient communities, working closely with the patients and clinical teams to co-design experiences that meet the specific needs of each group. We also routinely hold personal screenings for patients who are unable to mix with other patients, are receiving palliative care or are in other sensitive situations. Through our long-standing strategic partnership with Disney, we also design and provide activities on wards and in the MediCinemas as part of our 'Moments that Matter' (MTM) programme.

Our cinema-based health programmes make a real impact during challenging times, shown by our regular feedback surveys from attendees.

- **99%** agree MediCinema makes a **positive difference to their hospital experience**
- **93%** agree MediCinema **reduces stress and anxiety**
- **90%** agree MediCinema supports **mental health and helps people cope**
- **88%** agree MediCinema **helps support recovery**
- **55%** agree MediCinema helps to **reduce pain**

We've had more than 300,000 people through our doors since MediCinema was founded in 1999 at St Thomas's Hospital and now have six MediCinemas across the country. A new site is due to open in 2024 at Alder Hey Children's Hospital.

We have an ambitious growth plan in place for the charity to continue to maximise services at our current sites, to build new MediCinemas, and expand our services to new hospitals across the country ensuring a strong nationwide reach. It is an exciting time to join our dynamic charity and be a central part of our growth.



[About the role](#)

The post-holder is a crucial part of the MediCinema team and is responsible for smoothly and successfully delivering our impactful services. They will provide vital support, guidance and leadership for all our cinema teams across the UK, empowering them to deliver our cinema services.

They will work closely and collaboratively with the small central office Operations team on all aspects of the design, planning, impact measurement and successful delivery of the different MediCinema services in line with the Charity's strategic objections and direction.

There is also a strong focus on external relationship management with various stakeholders from film distributors to healthcare contacts.

The key duties and responsibilities are:

Service Delivery and development

- Oversee the delivery of all our services in line with our strategy, ensuring we are a high performance delivery organisation.
- Monitor, analyse and evaluate the performance of each site and the services as a whole; working closely with the Head of Service Design & Impact to develop the service and ensure maximum impact and ROI.
- Work with the Head of Service Design & Impact on trialling and managing the roll-out of any new or expanded services, such as Tailored Screenings and Personal Screenings.
- Be able to operate projection equipment and fully run screenings, in case of emergencies, holiday cover, special events, and supporter/fundraiser visits. Full training will be provided.
- Provide additional management and support for Serennu Children's Centre service.

Lead, manage, build and develop an effective team

- Directly line manage all our Cinema Managers across the country and our Technical Assistant at Serennu Children's Centre.
- Motivate, empower, support and enable team members to carry out - and develop in - their roles.
- Monitor and evaluate the performance of team members, including regular 121s and annual appraisals and Personal Development Plans.
- Recruit, induct and train new cinema staff as required.
- Foster a strong team spirit within the cinema team and the wider organisation.

Technical Support and Management

- Manage the relationship with our Technical Support team and ensure technical problems are resolved swiftly.
- Liaise with Cinema Managers and Technical Support team about technical issues and maintenance as and when required, keeping accurate records of systems and any work carried out.
- Work with Technical Support team on proactive monitoring of the technical condition at all sites to ensure systems and services are maintained, sustained and renewed as required.

Volunteer and Nurse Management

- Support the Cinema Managers with the recruitment and management of their nursing and volunteer teams, including helping arrange thank you events.
- Hold overall responsibility for all nurse and volunteer training and checks, ensuring all procedures are being followed by local cinema teams.
- Build a general MediCinema cinema volunteer strategy to compliment and support the individual hospital volunteer management & recruitment processes carried out at individual sites.
- Develop and oversee nurse and volunteer procedural documents, including new general MediCinema Volunteer/Nurse Welcome Packs.
- Oversee the Nurse Engagement processes and when required manage the monthly checking and payment of nurse invoices.
- Work alongside the COO on the development and implantation of new volunteer roles as and when required.

Best Practise, Risk, Incidents and Safeguarding Management

- Ensure that all MediCinema operations are fulfilling their obligations and comply with relevant health and safety and other pertinent legislation.
- Be the Safeguarding Lead for the charity, monitoring to ensure we are at the forefront of best practise and all teams are fully trained and compliant. This includes identifying and implementing any training opportunities where required.
- Manage any team DBS or Disclosure Scotland checks where required.
- Manage and analyse any incidents reported by the Cinema Managers, ensuring all learnings and actions are captured and communicated to the whole operations team.
- Oversee the operational risk for service delivery and monitor risk mitigating factors at each site.
- Develop, implement and monitor ongoing operational policies, handbooks and reporting relating to the MediCinemas on an ongoing basis.

Impact and Evaluation

- Support the Head of Service Design & Impact with:
 - The collection, organising, analysis and reporting of bi-annual service delivery questionnaires.
 - The promotion and evaluation from Comments Cards and other ad-hoc feedback.
 - Identifying people for case studies, occasionally capturing them and managing those relationships if/when required.

Film schedule, booking and relationships

- Alongside the Operations and Enhancement Manager:
 - Hold and manage the relationships with our film booking contacts.
 - Design our monthly film schedule and agree it with the cinema managers.

Disney 'Moments that Matter' support

- Support the Operations and Enhancement Manager in delivering an effective MTM programme in partnership with Disney that meets both Disney and MediCinema strategic objectives.

Administration and other duties

- Undertake other tasks, projects and duties as reasonably required or requested by the COO.
- Provide support at occasional events, including evenings and weekends (as agreed in advance with the COO).
- Champion the work of MediCinema within the work, hospital and cinema environment, as well as confidently and positively representing MediCinema at any meetings and events.
- Communicate effectively with all team members, ensuring an inclusive and whole organisation approach to ensure all team members have relevant and required information in a timely fashion.

MediCinema is a small team and staff members are expected to support each other and share cross-organisational work in addition to fulfilling individual responsibilities.

The Person

MediCinema is seeking a driven, highly-organised, compassionate and enthusiastic individual who can demonstrate the following skills and qualities:

- A track record of delivering, overseeing, monitoring and evaluating people-facing services, operations and projects.
- Leadership and management skills: proven experience of effectively managing and developing teams and fostering a culture of care and excellence. Remote and multi-site teams experience beneficial too.
- Critical and analytical thinking: use logic and reasoning to generate and identify the strengths and weaknesses of alternative solutions, conclusions and approaches to problems.
- Excellent written and verbal communication and advocacy skills; a strong relationship builder, with the capacity to represent the organisation effectively at all levels, externally and internally with a variety of colleagues and stakeholders. Natural persuasion, influencing and negotiation skills beneficial.
- Energetic and adaptable, open to change and an ability to think clearly and creatively, encouraging this in others too.
- Thrives in a fast moving and ever-changing environment. Highly flexible and persistent, demonstrating a proactive, resourceful, positive approach, able to juggle tasks and delegate effectively.
- Communication and interpersonal skills: a professional manner and the ability to communicate effectively with a variety of colleagues. A pro-active 'can-do' approach and the ability to work effectively in a small team, willing to learn and prepared to undertake non-core tasks.
- Ability to prioritise efficiently, work to deadlines and judge organisational priorities.
- Dependability: be reliable, responsible and dependable, fulfilling all obligations.
- Integrity: honesty and ethical dealings are essential. The ability to carry out duties with good humour and tact, maintaining confidentiality where appropriate.
- Judgement: ability to effectively judge situations involving complex facts or activities.
- Flexibility to work outside office hours and regularly travel within the UK.

- This role requires a full enhanced DBS check.

The following qualifications, skills and experience are also desirable:

- Business/charity/voluntary sector experience.
- Management degree or equivalent work experience.
- Demonstrable interest in health, wellbeing, arts and film.
- Understanding and experience of the film and media industry and or health sector.
- An understanding of operational risk management, health and safety and safeguarding.
- A commitment to and affinity with MediCinema's core mission

Working at MediCinema

As a member of the team, you will have access to a wide range of employee benefits including:

- 27 days annual leave (pro-rata) in addition to Public Holidays
- 5% employer pension contribution with minimum 4% employee contribution

Alongside our excellent staff benefits, we will support your ongoing development to build your skills, experience and career.

How to apply

Send your CV and a covering letter telling us what appeals to you about this role and what makes you a strong candidate (no longer than one side of A4) to jennyageorge32@gmail.com

Please note applications will be anonymised.

Timelines

Closing date: Sunday 21st April 2024 (22:00)

Interviews: Week commencing 13th May 2024

Start date: ASAP

MediCinema are an equal opportunities employer and an accredited Living Wage employer.

