

<b>JOB TITLE:</b>	Access Officer
<b>REPORTS TO:</b>	Cinema Programme Manager
<b>AVERAGE HOURS PER WEEK:</b>	16 hours per week (part time). Flexibility will be required to fulfil the needs of the role, including occasional evenings and weekends.
<b>SALARY:</b>	£12,480 per annum (£28,860 FTE)
<b>CONTRACT:</b>	Fixed term contract to 31 <sup>st</sup> March 2029

### 1. Context

Phoenix is Leicester's independent cinema and art centre located in the heart of the city's Cultural Quarter. A registered charity for over 35 years, Phoenix is the city's home for film, moving image, and digital storytelling.

Phoenix plays a key role in the cultural and creative landscape of Leicester, one of the UK's most diverse and dynamic cities. As an accessible venue open to all, we curate unique cultural and creative experiences across film and art, bringing local, national and international work to our cinema screens and gallery. Through our programme we offer opportunities for communities to come together, explore and share stories and ideas; improve our understanding of the world and re-imagine the future; and inspire and nurture creativity.

Our award-winning capital expansion has created new opportunities for us, both commercially and across our cultural programme and since its completion in 2023, we have expanded our offer significantly.

We work with a wide range of partners to produce and deliver varied and vibrant events in addition to our core cinema and exhibition programmes – including live music, comedy and spoken word, creative workshops, wine tasting evenings, and pop-up art markets – and have a reputation for innovation and creativity.

Our Café Bar is a hub for many who live and work in the city, as well as our cinema and gallery visitors, and many businesses and community organisations enjoy the welcoming, stimulating environment for conferencing, training, networking and social events. We also support people working in film and creative media across Leicester and Leicestershire with workspace, events and networking opportunities.

As a charity, we generate approximately 80% of our annual income from cinema ticket sales, Café Bar and kiosk sales, memberships, courses and venue hires. Our stakeholders include the British Film Institute (BFI) and Arts Council England.

### 2. Purpose of the Role

The Access Officer will play a vital role in strengthening Phoenix's leadership in cultural accessibility, ensuring that disabled audiences and people with access requirements are able to engage fully with Phoenix's programme, venue and wider offer.

Working as part of the Cinema Programme team, the postholder will lead the development, delivery and promotion of Phoenix's Access programme, working closely with partners, audiences and colleagues to embed access across programming, communications and customer experience. The role will ensure that Phoenix continues to offer high-quality, inclusive provision while responding to emerging best practice, new technologies and audience needs.

The role is central to the successful delivery of Phoenix's 2026–29 BFI-funded audience development project and to building Phoenix's reputation locally, regionally and nationally as a genuinely accessible cultural organisation.

### Key Relationships

**Internal:** Chief Executive Officer, Cinema Programme Manager, Creative Producer, Digital Marketing Co-ordinator, Membership & Events Manager, Commercial Development Manager, Operations Manager, Customer Service Manager, Finance Manager

**External:**

Our marketing agency, box office system provider, suppliers and other marketing partners

Phoenix audiences, especially through the MyPhoenix programme

Stakeholders and funders

The press, media and partners

### 3. Main Responsibilities

#### Access Programme Development

- Lead the ongoing development and delivery of Phoenix's Access programme, including captioned, audio-described and relaxed environment screenings.
- Work closely with Phoenix's Access Advisory Group and partner organisations such as All In Leicester to shape inclusive provision that reflects lived experience and best practice.
- Ensure access considerations are embedded at the planning stage of programming, events and activity wherever possible.

### **Partnerships, Training & Capacity Building**

- Build and sustain partnerships with local disability organisations, specialist providers and access advocates to support programme development and audience engagement.
- Develop and deliver Access awareness training to support staff confidence and competence in welcoming and supporting visitors with diverse access needs.
- Establish and develop relationships with local specialists to support provision of on-demand services, such as BSL interpretation or remote support at Box Office.

### **Communications, Audiences & Engagement**

- Work with the marketing team and digital partners to ensure Phoenix's marketing materials, in-venue communications and digital platforms are accessible across multiple formats, including audio, BSL video, large print and plain text.
- Support the development of social opportunities and community-building activity around screenings and events for disabled customers.
- Contribute to building and promoting Phoenix's profile as an accessible venue through advocacy, communications and partnership activity.

### **Evaluation, Innovation & Sector Leadership**

- Keep up to date with emerging access technologies and inclusive practice within the cinema, cultural and visitor economy sectors.
- Monitor, evaluate and report on access activity and audience engagement, contributing data and insight to funder reporting and organisational learning.
- Represent Phoenix within relevant sector networks and forums when required.

### **Other Responsibilities**

- Work flexibly and collaboratively across the organisation to support Phoenix's wider audience development and organisational objectives.
- Contribute to a positive, inclusive and safe working culture aligned with Phoenix's values.
- Develop your own professional practice, supported by the Cinema Programme Manager.

- Undertake any other reasonable duties commensurate with the role as required.

#### 4. Person Specification

Requirements	Essential	Desirable
<b>Qualifications &amp; Training</b>	Relevant qualification or demonstrable equivalent experience in access, inclusion, disability services, audience development or related field.	Training in disability awareness, inclusive design or access facilitation.
<b>Experience &amp; Achievement</b>	Experience working with disabled people or access audiences. Experience developing inclusive activity, services or programmes. Experience working in partnership with external organisations.	Experience within a cultural, arts or visitor-facing organisation. Experience delivering access training.
<b>Skills &amp; Knowledge</b>	Strong understanding of accessibility and inclusion principles. Excellent communication and interpersonal skills. Ability to plan, deliver and evaluate activity. Strong organisational and problem-solving skills. Good IT skills, including MS Office.	Knowledge of access technology in cinema or cultural venues. Familiarity with access advisory groups or co-production models.
<b>Personal Qualities</b>	Empathetic, reflective and confident working with diverse audiences. Proactive, with strong attention to detail. Commitment to equality, diversity and inclusion. Willingness to work flexibly when required.	Passion for film and inclusive cultural experiences.