



The ADC Theatre is a department of the University of Cambridge. It is a dynamic theatre with a large number of productions staged each year. The Theatre is primarily student focused, with the majority of its activity centred around the University Terms. The Theatre is run by a small management team, overseen by the Executive Committee. Recently the ADC Theatre has taken on the management of the Corpus Playroom, and seen the expansion of its external ticketing service.

**Job Title:** Box Office Assistant

**Responsible To:** Box Office Administrator, Marketing and Front of House Manager, Duty Managers

**Main Purpose:**

To work as a casual member of staff in the ADC Theatre Box Office, selling tickets to productions at the Theatre and elsewhere. In line with the ADC Theatre's aims, this post allows holders to gain experience in a busy Theatre environment.

**Key Responsibilities:**

**Box Office**

- Sells tickets to customers in person and over the telephone, taking both card and cash payment;
- Gives out pre-booked tickets for performances each day, and assists customers visiting the Theatre;
- Arranges ticket printing and collection, including batch printing of tickets for postal mailing and in-person collections for performances each day;
- Answers production specific queries where possible, and requests information from the Production Manager where necessary;
- Maintains waiting lists for sold-out productions and processes refunds where appropriate;
- Aids customers encountering trouble with booking online;
- Maintains the Customer Database, merging duplicated customers and amending addresses where appropriate;
- Processes returned mailings and bounced emails;

**Theatre Receptionist**

- Act as front line staff of the Theatre, receiving deliveries and taking phone calls;
- Maintains the appearance of the Theatre's Box Office.
- Answers general enquiries about the Theatre and forwards specific enquiries to the relevant member of the Management Team;
- Carries out other tasks as required by the Box Office Administrator and Theatre Management, in line with the overall purpose of the post and the nature of the Theatre.

**Person Specification:**

No specific prior experience is required for the role of Casual Box Office staff at the ADC Theatre.

**Essential:**

- Appreciates the unique nature of the ADC Theatre's student-centric but professional operation, and is able to work within the small, dedicated community;

- A fast learner who is able to adapt to the working environment of the Theatre and work effectively without direct supervision;
- An honest and reliable individual;
- A polite and friendly manner
- A team-player who is personable and has the ability to communicate effectively with people at all levels both internally and externally;
- Knowledgeable interest in and empathy for the arts;
- Excellent written and verbal communication skills (including a good standard of spoken and written English);
- Good ICT skills.

**Main Terms and Conditions:**

**Salary:** £6.15/hour

**Hours:** Zero hours contract, shifts arranged on a rota basis in advance

**Holidays:** Holiday entitlement is 36 days per year. This holiday entitlement includes Public Holidays. In practice, holiday pay is calculated and added proportionally per hour worked.