



The ADC Theatre is a department of the University of Cambridge. The Theatre's aim is to provide a well-equipped and safe environment in which all building users can enjoy, learn about and become involved in different aspects of theatre. 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. The ADC Theatre also manages the Corpus Playroom and runs a large scale external ticketing service.

**Job Title: Operations Manager**

**Responsible To: Theatre Manager**

**Main Purpose:**

To run the ADC Theatre efficiently and safely, providing a professional environment for student theatre and unforgettable experiences for audiences. This includes financial and Front of House management, as well as line-managing casual staff. In line with the ADC Theatre's aims, this role provides an opportunity for the holder to gain experience in the management of a venue and to learn about all aspects of theatre operation.

**Key Responsibilities:**

**Theatre Administration**

- Works with the Theatre Manager and Management Team to support the day-to-day operation of the ADC Theatre and Corpus Playroom, including the Bar, Box Office, sundries sales, equipment hire business, and general administration;
- Provides assistance to all Productions hiring the Theatre, this will sometimes include assisting companies on stage during get-ins and get-outs;
- Ensures that safe working practices are followed throughout the Theatre with reference to the Theatre's Health and Safety policy;
- Works to ensure the continued success of the ADC Theatre, including input into strategic decisions;
- Maintains high standards of tidiness throughout the Theatre;
- Carries out other tasks as required, in line with the overall purpose of the post and the nature of the Theatre.

**Duty Management**

- Acts as Duty Manager one or two evenings a week;
  - Responsible for the Theatre for the evening including audience management, bar, box office, and customer service;
  - Once a month (on average) overseeing the get-out and end-of-run party;
  - Holding overall responsibility for back stage operations and fire safety.

## **Human Resources**

- Leads a dynamic and effective Front-of-House team;
  - Recruiting part-time and casual staff;
  - Allocating duties among casual staff roles;
- Manages casual staffing;
  - Coordinating and delivering training for new starters;
  - Addressing any disciplinary or performance issues;
- Works with the Office Administrator;
  - Drawing up the casual staff and duty rota;
  - Overseeing recruitment process and paperwork.

## **Finance**

- Responsibility, with the Theatre Manager, for making strategic financial decisions;
  - Drafting the annual budget;
  - Making procurement decisions;
- Carries out financial reporting;
  - Producing interim accounts and other financial reports for the Executive Committee;
  - Producing annual accounts for approval by the University;
- Manages the day-to-day finances of the Theatre using the Cambridge University Finance System (CUFS);
  - Keeping accurate and detailed accounts;
  - Approving payments to suppliers and visiting companies;
  - Raising invoices and managing debtors;
  - Journaling funds within the finance system as appropriate;
- Works with the Office Administrator;
  - Processing and generating production settlements;
  - Receiving and reconciling all income (cash, card, banking)
  - Managing the Payroll for casual staff.

## **Theatre Operation and Building Management**

- Holds the position of Deputy Theatre Manager;
  - Running the Theatre professionally and efficiently;
  - Attending Executive Committee meetings;
  - Designing and implementing effective office systems;
  - Holding a personal alcohol licence and being Designated Premises Supervisor;
- Holds the positions of Departmental Safety Officer and Fire Manager;
  - Reviews accident reports;
  - Responsible for the training of staff in fire and other emergency procedures;
- Works with the Technical and Production Managers on Health and Safety;
  - Ensuring all inspections happen, and all equipment is well maintained;
  - Ensuring policy and procedures are up-to-date and adhered to;
- Manages building services including cleaning, waste disposal and security;
- Holds responsibility for the Theatre's IT systems;
  - Working with the volunteer system administrators;
  - Ensuring systems are secure, up-to-date and compliant.

## **Front of House**

- Manages a professional Front of House operation;
  - Developing and maintaining a high standard in the Theatre's Front of House areas;
  - Ensuring appropriate publicity is on display and available;

## **Front of House: Bar**

- Manages the operation of the ADC Theatre Bar;
  - Ensuring that all environmental health regulations are complied with;
  - Control of stock; ordering as necessary and organising storage;
  - Maintaining cleanliness of the bar and stores, including routine cleaning;
  - Ensuring the bar remains a significant income stream for the Theatre, through price reviews and retaining the customer base.

## **Front of House: Box Office**

- Responsible for the operation of the ADC Box Office;
  - Ensuring that the Box Office is run in accordance with relevant standards e.g. data protection and PCI Compliance;
  - Troubleshooting any website and Box Office system issues that arise;
  - Resolving customer complaints;
- Works with the Box Office Administrator;
  - Overseeing ADC Ticketing, the external Box Office service;
  - Ensuring the smooth administration of events;
  - Uploading events to the system and website.

## **Notes:**

The ADC Theatre changes all the time and the above responsibilities are only indicative of the full requirements of the role.

The Operations Manager should bear in mind that the primary function of the ADC Theatre is to provide opportunities for student users of the Theatre to learn. The more adventurous users may wish to experiment with unconventional approaches and this should be encouraged, provided that safety is not endangered, the fabric of the building is not affected, and the approach will not adversely damage the Theatre's reputation or standing.

## **Person Specification:**

### **Essential:**

- Appreciates the unique nature of the ADC Theatre's student-centric but professional operation;
- Excellent organisational skills with a high level of attention to detail and ability to effectively work on multiple projects concurrently;
- Excellent people management skills;
- A fast learner who is able to pick up new skills quickly and use initiative;
- Dedication to the role, with a hardworking and can-do attitude;
- Personable, and able to work effectively within the small dedicated team;
- Ability to communicate effectively and maintain good relationships with the public and support incoming productions in a friendly and creative manner;
- Knowledgeable interest in and empathy for the arts;
- Excellent written and verbal communication skills (including an excellent standard of spoken and written English);
- Excellent ICT skills.

### **Highly desirable:**

- Experience with financial processes and managing budgets;
- Experience of project management;
- Experience of Front of House work, including bar and Box Office;

### **Desirable:**

- Experience of working in a student environment;
- Experience using the Spektrix Box Office system.

## **Main Terms and Conditions:**

**Salary:** c£22,659 pa

**Hours:** Office hours are 11:00 – 19:00; the rota allows for 4 days off every two weeks, with a requirement to work every other weekend. Weekly Duty Management shifts finish ~03:30 and once a month ~08:00, and the nature of the role means that significant extra work may be required, especially during University Term.

**Holiday:** Holiday entitlement is 36 days per year. This holiday entitlement includes Public Holidays, but work on Public Holidays may be required, for which time off in lieu is given.

**Term:** January 2019 – September 2019 (with the possibility of extension until September 2020)