



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:**                    **Box Office Administrator**

**Responsible To:**         **Theatre Manager**

**Main Purpose:**

To run the ADC Box Office efficiently, providing a professional service for our clients and unforgettable experiences for audiences. This will involve providing a high level of service to customers and production teams, managing casual Box Office staff and administering the growing external ticketing service, ADC Ticketing.

**Key Responsibilities:**

**Box Office**

- Assists with ticket sales to customers in person and over the telephone during busy periods;
- Answers production specific queries where possible, and requests information from the Production Manager where necessary;
- Aids customers encountering trouble with booking online;
- Oversees and coordinates Box Office Staff for maintaining the Customer Database, merging duplicated customers and amending addresses where appropriate;
- Oversees and coordinates Box Office Staff for processing returned mailings and bounced emails;
- Arranges ticket printing and collection, including batch printing of tickets for postal mailing.

**Box Office Administration**

- Provides training for Box Office Assistants on both the Spektrix Box Office System and the proprietary systems in the ADC Box Office;
- Offers guidance during the working day to highlight more efficient means of sales and operation to the Box Office Assistants;
- Communicates system upgrades and new features to Box Office Assistants and, in some cases, the Management Team;
- Ensures timely upload and management of our own events in the Box Office system;
- Generates marketing data and reports for productions, external clients, and the Management Team, creating custom reports to facilitate data extraction and analysis;
- Creating and sending ticket sale returns for internal and external shows on a weekly basis;
- Ensures compliance with Data Protection and PCI Regulations;
- Manages group bookings and invoices;
- Administers charity ticket donations, gift vouchers and ADC Friends Scheme;
- Archives old events and manages organisation of Spektrix.

## **ADC Ticketing**

- Responsibility for the ADC Ticketing service, ensuring smooth administration of events.
- Communicates with clients of ADC Ticketing, processing applications for ticketing, and answering enquiries;
- Uploads and maintains event data on the Box Office System, including extra material that clients have requested to be displayed or linked to on the Box Office System;
- Arranges for tickets to be collected and ensures tickets are printed for collection;
- Ensures the accuracy of information regarding events and venues and communicates changes to customers where necessary;
- Brings to the attention of the Theatre Manager the changing requirements of clients using ADC Ticketing, and records any additional costs incurred through the provision of the service.

## **Theatre Receptionist**

- Maintains the appearance of the Theatre's Box Office area and brings to the attention of the Operations Manager any maintenance work that is required in the Box Office area;
- Serves as the Box Office receptionist as needed in case of staff shortage or unforeseen scheduling problems
- Keeps the TV Screen in the Box Office area up to date with posters from current and upcoming productions (internal and ADC Ticketing shows)
- 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 Management Team, in line with the overall purpose of the post and the nature of the Theatre.

## **Marketing**

- Assists with social media marketing and advising on campaigns and strategies;
- Generates and distributes marketing emails for ADC Theatre and ADC Ticketing events;
- Collates audience data for analysis;
- Works with the Theatre Manager and Production Manager to assist and support incoming production's marketing strategies
- Manages and develops marketing strategies for ADC Ticketing;
- Assists with design of marketing materials;
- Ensures production marketing aligns with the theatre's brand guidelines.

## Person Specification:

### 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 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 an excellent standard of spoken and written English);
- Good ICT skills, including a working knowledge of Microsoft Word and Excel;
- Excellent organisational skills with a high level of attention to detail and ability to effectively work on multiple projects concurrently.

### Desirable:

- Experience of Box Office work in a theatre environment;
- Experience using Spektrix Box Office system;
- Experience of working in a student environment;
- Experience with Cambridge based arts organisations;
- Understanding of online and offline marketing;
- Experience of using CMS systems e.g. Umbraco;
- Knowledge of Adobe Creative Suite (InDesign and Photoshop);
- Experience of working with Dotmailer or similar email marketing automation platform.

### Notes:

The Box Office Administrator should bear in mind that the primary function of the ADC Theatre is to provide the opportunity 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.

### Main Terms and Conditions:

**Salary:** c. £20,600 - £23,487 pro rata

**Hours:** Part time - 4 hours a day, 5 days a week, with a Saturday (11am-3pm) being worked every other week. There is the opportunity for flexible working to jointly suit the candidate and the ADC Theatre. The nature of the role means that extra work may be required, especially during University term or external events.

**Holidays:** Holiday entitlement is 36 days per year pro rata. This holiday entitlement includes Public Holidays.

**Term:** Permanent Appointment – September 2021 onwards

Applications can be made on the University of Cambridge's jobs website, with the deadline of 12pm on Wednesday 22<sup>nd</sup> September

Virtual interviews will take place on Friday 24<sup>th</sup> September or Tuesday 28<sup>th</sup> September. The ADC Theatre works to a tight timetable with administrative commitments for members of the Executive Committee, and regret that these commitments mean that we are unable to accommodate requests for variations on that schedule.