

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 on the University Terms. The Theatre is run by a small management team, overseen by the Executive Committee.

The Corpus Playroom is the ADC Theatre's 80-seat studio space in the centre of Cambridge. It presents two performances a night during University Term, usually at 7pm and 9.30pm, as well as other performances off-season.

Job Title: Corpus Playroom Duty Manager

Responsible To: Operations Manager, Theatre Manager

Main Purpose: Responsible for the Playroom for the evening including safety, security, audience and volunteer management, box office and customer service.

Key Responsibilities:

Front of House Management

- Ensures that all customers have a positive experience at the Playroom
- Dealing with any queries and complaints
- Maintaining a welcoming and friendly atmosphere
- Ensures that all staff and volunteers give a good impression of the Playroom
- Maintaining a professional attitude
- Ensuring appropriate dress is worn
- Prepares the Playroom for performances
- Manages opening and closing House, as well as starting each performance/act
- Manages audience flow throughout the Front of House Area
- Trains volunteer stewards

Box Office

- Responsible for the evening operation of the Playroom Box Office
- Ensures compliance with all relevant Data Protection and PCI regulations
- Works behind the Box Office when necessary
- Reconciles the Box Office till

Backstage

- Oversees backstage operations
- Coordinating the start of each performance/act with production teams
- Checking the stage and backstage areas before each performance

Health and Safety

- Responsible for the safety of all customers and building users
- Responsible for administering First Aid (if trained) or seeking further assistance as necessary
- Reports accidents/incidents, in accordance with University Procedures
- Ensures that safe working practices are followed throughout the Theatre in accordance with the Theatre's Health and Safety policy

Fire Safety and Security

- Responsible for Fire Safety
- Ensuring stewards are aware of their duties in case of fire
- Ensuring all evacuation routes and emergency services are in good order
- Responding to alerts from the Fire Alarm
- Managing any necessary evacuation, in accordance with the Evacuation Policy
- Responsible for building security and locking up

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
- Experience of box office work
- Proven ability to confidently and professionally manage people and situations
- Proven ability to work effectively without on-site or direct supervision
- An honest and reliable individual
- A team-player who is personable and has the ability to communicate effectively with people at all levels both internally and externally
- A polite manner, and a calm and professional attitude
- Excellent verbal communication skills (including a good standard of spoken English)
- Good mental arithmetic skills and ICT skills
- Knowledgeable interest in and empathy for the arts

Desirable:

- Experience with the Spektrix Box Office system
- First Aid Qualification
- Working knowledge of technical theatre

Main Terms and Conditions:

Salary: £12.71/hour (£11.34 + 12.07% holiday pay)

Status: Temporary worker

Hours: Shifts arranged on a rota basis in advance.

For more information about hours, please contact the ADC Theatre administration team on recruitment@adctheatre.com.