

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. The Theatre presents two performances a night, and the bar is popular with both Theatre patrons, and the wider community as a late-night venue.

**Job Title:** Front of House Support Staff

**Responsible To:** Operations Manager, Theatre Manager, Duty Managers

**Main Purpose:**

To work as a casual member of Front of House staff in the ADC Theatre. In line with the ADC Theatre's aims, this post provides the opportunity for Front of House Staff to gain experience in a busy Theatre environment.

**Key Responsibilities:**

**Front of House**

- Ensures that all customers have a positive experience at the Theatre
- Dealing with any queries and complaints and referring them to the Duty Manager as appropriate
- Maintaining a welcoming and friendly atmosphere
- Oversees audience flow throughout the Front of House Area
- Trains volunteer stewards, paying particular attention to the Theatre's Evacuation Policy
- Ensures volunteer stewards are signed off in the training log
- Prepare floats and stock for the sale of show programmes and ice cream; count and record moneys taken

**Bar**

- Works behind the bar as necessary, selling drinks and preparing interval orders
- Complies with licensing conditions relating to the supply of alcohol
- Restocks the Bar and Bar Stores
- Maintains other hygiene and Food Safety requirements, in the bar following 'clean as you go' principles as required, and as directed by the Duty Manager
- Undertakes other regular bar cleaning jobs in the weekly schedule and as directed
- Completes stock takes of bar stock and cleaning materials in the weekly schedule

**Box Office**

- Works behind the Box Office when necessary, giving out pre-booked tickets and selling door sales
- Trains any volunteer stewards in the basics of door sales as necessary.

**Health and Fire Safety**

- Oversees any necessary evacuation of the Auditorium, in accordance with the Evacuation Policy
- Maintains a high standard of tidiness throughout the Theatre

**Theatre Administration**

- Undertakes regular administrative tasks during quiet periods in the weekly schedule
- Carries out other tasks as required by Theatre Management, in line with the overall purpose of the post and the nature of the Theatre

**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 bar work
- Proven ability to work effectively without 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
- Able to sustain a proactive work ethic throughout long and late shifts
- 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
- Applicants must be over 18 years old

**Desirable:**

- Experience of Box Office work
- Experience with the Spektrix Box Office system

**Main Terms and Conditions:**

**Status:** Temporary Worker

**Salary:** £12.45/hour (£11.11 + 12.07% holiday pay)

**Hours:** Shifts arranged on a rota basis in advance.

For full Terms and Conditions or for more information about hours, please contact the ADC Theatre administration team on [recruitment@adctheatre.com](mailto:recruitment@adctheatre.com).