



The **ADC Theatre** is a department of the University of Cambridge and is the oldest University playhouse in the country. The **ADC Theatre** is the centre of University drama in Cambridge, run almost entirely by students with no Faculty involvement. 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, while presenting professional standard productions. 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. The **ADC Theatre** has helped to launch the careers of many theatre luminaries, including Sir Ian McKellen, Rachel Weisz and Emma Thompson.

Job Title: Casual Duty Manager

Responsible To: Manager of the ADC Theatre

Main Purpose:

Responsible for the Theatre for the evening including audience and staff management, bar, box office, and customer service; as well as holding overall responsibility for back stage operations and safety.

Key Responsibilities:

Front of House Management

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

Bar

- Responsible for the evening operation of the bar;
- Ensures compliance with all relevant licensing conditions relating to the supply of alcohol;
- Ensures compliance with hygiene regulations;
- Completing opening and closing checks;
- Overseeing the clear up of the bar at the end of the evening;
- Responsible for cash handling;
- Ensuring security of cash;

- Maintaining appropriate float;
- Ensures the bar opens promptly;
- Provides instruction and supervision to staff as necessary;
- Serves behind the bar when necessary;

Box Office

- Responsible for the evening operation of the ADC 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 the Stage Manager;
- 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 during performances;
- Ensuring all staff and 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 bar and box office work
- Experience in a performance venue
- Proven ability to confidently and professionally manage people and situations
- A problem solver who is able to work effectively without 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 with the Spektrix Box Office system
- First Aid Qualification
- Working knowledge of technical theatre.

Notes

The University actively supports equality, diversity and inclusion and encourages applications from all sections of society. The University has a responsibility to ensure that all employees are eligible to live and work in the UK.

Main Terms and Conditions:

Status: Temporary Worker

Salary: £14.96/hour (£13.35 + 12.07% holiday pay)

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

All casual workers are expected to comply with the University of Cambridge's Standard Terms and Conditions for Temporary Work.