



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 Box Office Assistant

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

**Main Purpose:**

To work as a casual member of staff in the ADC Theatre Box Office, selling tickets to productions at the Theatre and elsewhere. In line with the ADC Theatre's aims, this post allows holders to gain experience in a busy Theatre environment.

**Key Responsibilities:**

**Box Office**

- Sells tickets to customers in person and over the telephone, taking both card and cash payment
- Gives out pre-booked tickets for performances each day, and assists customers visiting the Theatre
- Arranges ticket printing and collection, including batch printing of tickets for postal mailing and in-person collections for performances each day
- Answers production specific queries where possible, and requests information from the Production Manager where necessary
- Aids customers encountering trouble with booking online
- Maintains the Customer Database, merging duplicated customers and amending addresses where appropriate
- Processes returned mailings and bounced emails

**Theatre Receptionist**

- Act as front line staff of the Theatre, receiving deliveries and taking phone calls
- Maintains the appearance of the Theatre's Box Office
- 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 Box Office Administrator and Theatre Management, in line with the overall purpose of the post and the nature of the Theatre

## Person Specification:

No specific prior experience is required for the role of Casual Box Office staff at the ADC Theatre.

### 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 fast learner who is able to adapt to the working environment of the Theatre and work effectively without direct supervision
- An honest and reliable individual
- A polite and friendly manner
- 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 a good standard of spoken and written English)
- Good ICT skills.

### 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:** £15.07/hour (£13.45 + 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](mailto:recruitment@adctheatre.com).

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