

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

Job Title: Duty Manager

Responsible To: Theatre Manager

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
- 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.

Main Terms and Conditions:

Status: Temporary Worker

Salary: £14.24/hour (£12.71 + 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