



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: Operations Manager

Responsible To: Manager of the ADC Theatre

Working Pattern: Full-time (from 01 September 2024)

Main Purpose:

To run the **ADC Theatre** efficiently and safely, providing a professional environment for student theatre and unforgettable experiences for audiences. This includes financial and Front of House management, as well as line-managing casual staff. In line with the **ADC Theatre**'s aims, this role provides an opportunity for the holder to gain experience in the management of a venue and to learn about all aspects of theatre operation.

Key Responsibilities:

Theatre Administration

- Works with the Theatre Manager and Management Team to support the day-to-day operation of the ADC Theatre and Corpus Playroom, including the Bar, Box Office, sundries sales, and general administration;
- Provides assistance to all Productions hiring the Theatre, this will sometimes include assisting companies on stage during get-ins and get-outs;
- Ensures that safe working practices are followed throughout the Theatre with reference to the Theatre's Health and Safety policy;
- Works to ensure the continued success of the ADC Theatre, including input into strategic decisions;
- Maintains high standards of tidiness throughout the Theatre;
- Carries out other tasks as required, in line with the overall purpose of the post and the nature of the Theatre.

Duty Management

- Acts as Duty Manager one evening a week;
 - Responsible for the Theatre for the evening including audience management, bar, box office, and customer service;
 - Provides technical support to productions;
 - Provides First Aid if necessary;
 - Once a month (on average) overseeing the get-out and end-of-run party;
 - Holding overall responsibility for back stage operations and fire safety during performances.

Human Resources

- Leads a dynamic and effective Front-of-House team;
 - Recruiting front of house casual staff;
 - Allocating duties among casual staff roles;
- Manages casual staffing;
 - Coordinating and delivering training for new starters;
 - Addressing any disciplinary or performance issues alongside the Theatre Manager;
- Works with the Theatre Administrator;
 - Drawing up the casual staff rota;
 - Overseeing recruitment process and paperwork;
 - Reviewing and approving casual staff time sheets on the Cambridge Casual Worker System.

Finance

- Responsibility, with the Theatre Manager, for making strategic financial decisions;
 - Drafting the annual budget with the Theatre Manager;
 - Making procurement decisions;
- Carries out routine financial reporting;
 - Producing interim accounts and other financial reports for the Executive Committee;
 - Producing annual accounts for approval through the University's Planning Round;
- Manages the day-to-day finances of the Theatre using the Cambridge University Finance System (CUFS);
 - Keeping accurate and detailed accounts;
 - Managing the set-up of new suppliers in the University Supplier Database;
 - Approving payments to suppliers and visiting companies;
 - Raising invoices and managing debtors;
 - Monitoring the General ledger, and journaling funds as appropriate;
 - Approving staff expenses;
- Works with the Theatre Administrator;
 - Generating and processing production settlements;
 - Receiving and reconciling all income (cash, card, banking);
 - Managing the Payroll for casual staff.

Theatre Operation and Building Management

- Holds the position of Deputy Theatre Manager;
 - Running the Theatre professionally and efficiently;
 - Attending Executive Committee meetings;
 - Designing and implementing effective office systems;
 - Can hold a personal alcohol licence;
- Oversees building services alongside the Theatre Manager, including cleaning, waste disposal and security;
- Runs the Theatre's Work Experience programme alongside the Production Manager.
- Holds responsibility for the Theatre's IT systems;
 - Working with the volunteer system administrators;
 - Ensuring systems are secure, up-to-date and compliant;

Front of House

- Manages a professional Front of House operation;
 - Developing and maintaining a high standard in the Theatre's Front of House areas;
 - Ensuring appropriate publicity is on display and available;
 - Maintains the theatre's First Aid kits and equipment.

Front of House: Bar

- Manages the operation of the ADC Theatre Bar;
 - Ensuring that all environmental health regulations are complied with;
 - Control of stock; ordering as necessary and organising storage;
 - Maintaining cleanliness of the bar and stores, including routine cleaning;
 - Maintaining function and operation of the bar tills;
 - Ensuring the bar remains a significant income stream for the Theatre, through price reviews and retaining and growing the customer base.

Front of House: Box Office

- Responsible for the operation of the ADC Box Office;
 - Ensuring that the Box Office is run in accordance with relevant standards e.g. GDPR and PCI Compliance;
 - Troubleshooting any website and Box Office system issues that arise;
 - Resolving customer complaints;
- Works with the Theatre Administrator;
 - Overseeing ADC Ticketing, the external Box Office service;
 - Ensuring the smooth administration of events;
 - Uploading events to the system and website.

Notes:

The ADC Theatre changes all the time and the above responsibilities are only indicative of the full requirements of the role.

The Operations Manager should bear in mind that the primary function of the ADC Theatre is to provide opportunities for student users of the Theatre, and the local community, to learn. The more adventurous users may wish to experiment with unconventional approaches and this should be encouraged, provided that safety is not endangered, the fabric of the building is not affected, and the approach will not adversely damage the Theatre's reputation or standing.

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.

Person Specification:

Essential:

- Appreciates the unique nature of the ADC Theatre's student-centric but professional operation;
- Excellent organisational skills with a high level of attention to detail and ability to effectively work on multiple projects concurrently;
- Excellent people management skills;
- A fast learner who is able to pick up new skills quickly and use initiative;
- Dedication to the role, with a hardworking and can-do attitude;
- Personable, and able to work effectively within the small dedicated team;
- Ability to communicate effectively and maintain good relationships with the public and support incoming productions in a friendly and creative manner;
- Knowledgeable interest in and empathy for the arts;
- Excellent written and verbal communication skills (including an excellent standard of spoken and written English);
- Excellent ICT skills.

Highly desirable:

- Experience with financial processes and budget management;
- Experience of project management;
- Experience of Front of House work, including bar and Box Office;
- Competent understanding of Microsoft Excel, or another equivalent spreadsheet package, for financial data analysis

Desirable:

- Experience of working in a student environment;
- Experience using the Spektrix Box Office system.

Main Terms and Conditions:

Salary: £25,742 - £29,605 (Grade 4)

Hours: Office hours are 11:00 – 18:00, the rota allows for 4 days off every two weeks. Weekly Duty Management shifts finish ~02:30, with the next day's shift starting twelve hours after its finish time. Once a month there is a get-out Duty Shift that starts at 14:30 and finishes at ~08:00. The nature of the role means that extra work maybe be required, especially during University term, for which time off in lieu is given.

Tenure: The appointment will be made on a fixed-term basis for a period of **12 months from 01 September 2024 to 31 August 2025.**

Probation: Appointments will be subject to satisfactory completion of a six-month probationary period. There is the possibility for the contract to be renewed for a second full year after the probation period.

Holidays: Full-time employees are entitled to annual paid leave of 36 days inclusive of public holidays. Work on Public Holidays may be required, for which time off in lieu is given.

Pre-Employment Checks:

Right to Work: We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health: Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

References: Offers of appointment will be subject to the receipt of satisfactory references.

Pay and Benefits:

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees can be rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.

CAMBens Employee Benefits

The University offers employees a wide range of competitive benefits, known as CAMBens. CAMBens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;

- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.

Pension: You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: pensions.admin.cam.ac.uk.

Wellbeing: The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing.

Development: All staff are offered a generous training budget to provide opportunities for career progression and development, and upskilling.

Discounts: All management staff are able to receive exclusive discounts on tickets to events at the ADC Theatre and Corpus Playroom, allowing you to enjoy all of the shows that take place across our venues.

How to Apply:

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for this online system.

If you have any queries regarding the application process, please contact manager@adctheatre.com

Applications Deadline: Applications must be made online by the **end of the day on Monday 06 May 2024**.

Interviews: Interviews will take place on the afternoon of **Monday 13 May 2024**. The ADC Theatre works to a tight timetable, and regret that we are unable to request for variations on our interview schedule.

Handover for this position will take place in August 2024.