



AUDIENCE AND COMMUNICATIONS TEAM MEMBER

THE ROLE

As a Foyer Supervisor: Create a welcoming and efficient foyer by providing excellent customer service.

Assist in the effective day-to-day operation of the ticketing systems and reception, having up to date knowledge of the programme and actively engaging audiences in a way that best promotes and represents Soho Theatre.

As a Venue Usher: Acting as the public face of Soho Theatre, welcoming audiences, checking tickets and selling merchandise while delivering consistently excellent standards of service to our audiences and to provide for the comfort and safety of all visitors to the building, in accordance with Soho Theatre's policies.

ABOUT US

SOHO THEATRE is London's most vibrant producer for new theatre, comedy and cabaret. We pursue creative excellence, harnessing an artistic spirit that is based in our new writing roots, the radical ethos of the fringe and the traditions of punk culture and queer performance. We champion voices that challenge from outside of the mainstream, and sometimes from within it too. We value entertainment, accessibility and enjoy a good show. We are a registered charity and social enterprise and our audiences are diverse in age, background and outlook.

Ordinarily our work plays to live audiences of 250,000 audiences a year in our Dean Street venue, at the Edinburgh Fringe and beyond. Since our temporary closure due to Covid-19 we have re-launched our online platform Soho Theatre On Demand, which hosted the phenomenally successful live recording of FLEABAG and recently released the critically acclaimed TYPICAL. We've partnered with Amazon Prime Video (UK) for a three-series deal, bringing existing and new comedy shows to the platform (2021-22).

Soho Theatre's board is chaired by Dame Heather Rabbatts DBE and the company is led by Executive Director Mark Godfrey and Creative Director David Luff.

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JOB SUMMARY

Job Title:	Audience and Communications Team Member
Responsible to:	Audience Manager including Front of House Manager, Ticketing and Sales Manager
Working with:	Venue Managers, Duty Technicians, Bar Duty Managers
Location:	London, W1D 3NE
Salary:	£10.85 - £13.00 per hour, role dependant; overtime payable after 11.15pm & Sundays.

How to apply:

To apply, please fill in an application form and complete an online equal opportunities monitoring form ([click here](#)). When completing your application form, please read the person specification in the job description carefully.

We will select interviews for the position based on how you respond to the job description and the person specification.

Submitting an application:

We prefer applications to be sent by email. Please send your completed forms to jobs@sohotheatre.com with **ACTM** in the subject line.

If you would like to submit your application in another format, or you have any queries about this role, please contact HR on 020 7478 0105 or email jobs@sohotheatre.com to discuss alternatives.

DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE AS A FOYER SUPERVISOR

- Providing proactive excellence in customer service to all customers and visitors to the theatre, in line with Soho Theatre's policies and brand.
- Being aware of the company's activities and programme of events at all times.
- Dealing with all general enquiries relating to performances and the venue.
- Providing a welcoming and efficient reception for artists, visiting companies, clients, staff and all other visitors to the building.
- Taking responsibility for keeping the theatre foyer clear and safe to use for the public, staff and artists.

CUSTOMER SERVICE AS A VENUE USHER

- Welcome customers in a polite and enthusiastic manner.
- Support the Audience and Venue Managers in the management of audiences, queues, ticket-checking and supervision and management of audiences during performances and the public during hires.
- Ensure Front of House areas are kept tidy and presentable, including toilet areas.
- Address any customer queries and complaints in a proactive manner.
- Respond to any Access needs of our customers.

TICKETING OPERATIONS

- Processing ticket sales, merchandise sales and memberships at Soho Theatre, and other venues as required, using Spektrix in person and over the phone.
- Scanning tickets and dealing with any ticketing issues that may arise.
- Liaising with the Audience Manager and/or Venue Managers regarding any problems or queries
- Liaising with ticket agencies, as required.



- Liaising with visiting companies to process ticket requests.
- Keeping fully informed regarding ticketing offers and pricing structures, and ensure that all ticketing procedures are implemented, as covered in generic training.

GENERAL DUTIES

- To support the aims and objectives of Soho Theatre Company both internally and externally.
- To be responsible for the care and comfort of the general public during performances.
- To ensure that all fire regulations, health and safety legislation, Equality Act legislation, and the conditions of the theatre licence are observed at all times.
- To become knowledgeable of the creative and artistic programme and brand values of Soho Theatre.

This is a guide to the nature of the work required of a member of the Audience and Communications Team. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

PERSON SPECIFICATION

Experience

- Experience of working using customer management systems in a busy sales environment (essential)
- Experience of working with the general public and in customer service (essential)
- Experience within an arts/festival environment (desirable)
- Experience of being a cashier/cash handling (desirable)
- Experience with ticketing systems (Spektrix desirable)

Skills

- Good level of computer literacy
- Excellent organisational skills
- Excellent verbal communication skills
- Great attention to detail
- Ability to work to deadlines
- Ability to multi-task under pressure
- Knowledge of ticketing procedures
- Excellent customer service skills

Qualities

- An excellent team-worker
- Creative, positive and flexible approach to work and working hours
- An interest in and enthusiasm for theatre, comedy and the arts
- Friendly, efficient and helpful attitude
- Ability to work in a fast paced, energetic and demanding environment
- Excellent communicator with the ability to engage with a wide range of personalities and backgrounds
- Highly organised and self-motivating
- Friendly and approachable
- A genuine understanding and support of Soho's artistic vision
- A fast learner, who can quickly digest and retain information quickly and accurately
- Discretion, tact and a sense of humour



TERMS AND CONDITIONS

Equal Opportunities

Running through the core of Soho Theatre are the values of equality of opportunity, diversity of background and inclusion and accessibility for all. Our artists, audience and staff reflect a diverse London and we work hard to increase representation across cultures and experience.

Terms of Employment

This is a casual, part-time post, subject to a six-month probationary period. The post holder will work to a zero-hour contract and will be entitled to statutory holiday allowances, which will be paid when holiday is taken, and other qualifying statutory rights.

Hourly Rate

£10.85 - £13.00 per hour, role dependant; overtime payable after 11.15pm & Sundays.

Holiday entitlement

Holiday accrues at 12.07% of the hours you actually work and entitlement will be paid for 7 minutes for each hour worked. Holiday entitlement rises to 25 days pro-rata after you have been continuously employed for 1 year.

Hours

The core hours of work are from 8am to 1am. Hours of work for each period of engagement will be subject to agreement between yourself and your Line Manager. A minimum shift is 4 hrs. The start and finish times may vary depending on the needs of the work and the Company's business but will be between Sunday to Saturday each week and hours to be worked flexibly will be in accordance with the published monthly rota.

The Company will use its best endeavours to allocate you suitable work when it is available, but it is under no obligation to provide you with any work or to provide you any minimum number of hours in any day or week.

Staff Benefits

- Complimentary tickets for Soho Theatre productions, subject to availability
- Season Ticket and/or Cycle to Work loan schemes
- Training and development opportunities
- Discount at the Soho Theatre Bar and other local businesses
- Seasonal flu jabs
- Free tea and coffee
- Annual staff party