



Operations Director

We are looking for an Operations Director to lead on all aspects of our operations, buildings and people at Soho Theatre. This is a fantastic opportunity to join Soho Theatre at a pivotal moment of expansion, in a senior management role. Working closely with the Executive Director and Walthamstow Co-Executive Director, the Operations Director will focus on two venues:

Soho Theatre Dean Street - oversee the operations of one of London's busiest and most vibrant venues with a year-round festival programme of new theatre, comedy and cabaret attracting audiences of 180,000 a year.

Soho Theatre Walthamstow – play a key role in creating and implementing the operational systems to launch our 1,000-capacity venue opening in 2024. A £35m refurb of a glorious Grade II* listed 1930's Art Deco cinema which will become a 'local theatre with a national profile', with a varied programme which will include world class comedy, annual panto and a wide and inclusive community engagement programme

Soho Theatre is a dynamic charity & social enterprise with a turnover of £6.7m. More than 70% of income is earned from box office and bar. We also receive Arts Council England funding as a National Portfolio Organisation 2023-26, are working in partnership with the London borough of Waltham Forest to create a £35m comedy and theatre venue in Walthamstow, and have developed strong commercial partnerships including Adnams, Amazon and British Airways.

Our strategic goals over the coming years are:

- **Theatre** – *continue to increase the resource, profile and quality of Soho's theatre and new writing programme; to ensure that this work sits well within Soho's lively cross-genre festival programme with diverse audiences, but also carves out the space to breathe and flourish within it.*
- **Comedy** – *work to ensure that we maintain an industry leading place through thoughtful curation, innovation and always being able to spot the next new talent; ensuring that artists continue to see Soho as a home for comedy and one of the places they want to perform; maintain programming integrity as we grow our audiences through Walthamstow, touring and digital.*
- **Creative Engagement** - *grow our pathways for creative participation from early years to adulthood, supporting the next generation of artistic talent; support the growth of created, connected communities around a new local theatre in Walthamstow*
- **Walthamstow** – *successfully open and establish as a 'local theatre with a national profile', working with our key stakeholders of Council and community. Effectively manage the resultant change, organisational growth and risk.*
- **Audiences and digital** – *build our distinctive London brand towards wider and inclusive audiences, with a particular focus on LGBTQ+, South Asian and Waltham Forest; international focus on India as well as Australia and the US. Continue to build digital audiences and sustainable business models, also moving into specific digital content creation (as distinct from digital capture of live).*

ABOUT US

Soho Theatre is London's most vibrant producer for new theatre, comedy and cabaret. A charity and social enterprise, we are driven by a passion for the work we produce, the artists we work with and the audiences we attract. We own our own home, Soho Theatre, in the heart of London's West End. A former Synagogue, we raised funds, purchased and redeveloped it, opening it for the turn of the millennium in March 2000. Today it is one of the capital's busiest theatre and comedy venues, with a year-round festival programme, audiences of 180,000 a year and a buzzing bar.

Our roots date back to the early 1970s at the Soho Poly Theatre. A small but influential venue, Soho Poly was radical and relevant, capturing the excitement and innovation of its time. Today our work is wide-ranging, drawing from this fringe heritage, and adding a queer, punk, counter-culture flavour. We champion voices that challenge from outside of the mainstream, and sometimes from within it too. We value entertainment and a great night out.

We produce and co-produce new plays, work with associate artists and present the best new emerging theatre companies and comedians. We present the early work of countless UK artists (many who become industry giants), and we present many international artists' London debuts. We have a thriving variety of artist and talent development programmes, artists under commission and in development, and two new writing awards including the national Verity Bargate Award for new playwrights.

Work extends far beyond our Dean Street home, with a UK and international touring programme and connections. We present shows and scout talent at the Edinburgh Fringe Festival and have close links with the Melbourne International Comedy Festival. We are the UK's leading presenter of Indian comedians from the burgeoning scene there, and we have a Soho Theatre Producer based in Mumbai and regularly present work there. We film shows and create our own digital work, and this can be seen on Prime Video UK, inflight on British Airways and streamed from our website.

We are working towards the opening of an exciting new second venue in London, Soho Theatre Walthamstow. A culmination of many years of Soho's work, in collaboration with a grassroots local campaign, to save a glorious, 1930s art deco venue with an incredible heritage reinvented as a 1,000-capacity venue for world-class comedy, panto, performance and participation – a 'local theatre with a national profile'.

The group is led by Soho Theatre Executive Director Mark Godfrey, Soho Theatre Walthamstow Co-Executive Director Sam Hansford, and a collaborative Senior Management team. Soho Theatre's board is chaired by Dame Heather Rabbatts DBE; Soho Theatre Walthamstow co-chaired by Alessandro Babalola and Lucy Davies; Soho Theatre Bar chaired by Jeremy King OBE.

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JOB DESCRIPTION

Job Title:	Operations Director
Responsible to:	Soho Theatre Executive Director, working with Co-Executive Director Soho Theatre Walthamstow
Responsible for:	Head of Food & Beverage (F&B) Dean Street: Technical & Production Manager, Front of House Manager, Building & Office Manager Walthamstow Operations Manager (TBC) Finance & Admin Assistant (with Head of Finance)
Purpose of Job:	The Operations Director works at a strategic and senior level, with responsibilities across Soho's buildings, people, processes, compliance, and their growth.

RESPONSIBILITIES

Buildings

- Overall responsibility for the operation of Soho's sites, including safety, compliance, maintenance, procurement and small capital projects
- Manage all lease arrangements and licensing for Soho sites, including any variations or changes to activity
- Line management of the Building & Office Manager, who is responsible for routine and ad hoc maintenance including office and IT
- Maintain all the company insurance policies, managing the relationship with insurers. Advise of any annual or other variations, and administrate all claims made

Operations

- Oversee Dean Street building operations, with reporting lines from Technical, Front of House and Bar teams to ensure the smooth running of all activities
- Work closely with the Co-Executive Director to ensure the successful launch of Soho Theatre Walthamstow from an operational perspective, ensuring that the new 1,000 seat venue and community spaces are integrated into existing group management structures and that the venue is a success operationally
- Oversee and support the Walthamstow Operations Manager (TBC) to establish the team, systems and processes to manage the venue in line with existing group policies and structures
- Maintain an overview of the technical department and ensure the Technical & Production Manager is well supported in their management of the team
- Maintain an overview of the bars and catering department and ensure the Head of F&B is well supported in their management of the team
- Maintain an overview of Soho's touring activity, including international work, festivals and Edinburgh, ensuring operational and H&S standards are maintained away from Dean Street
- Deliver strategic operational support when Soho is producing digital work
- Support the operational teams and producers to manage building scheduling in Artifax

H&S

- Senior lead for H&S, on behalf of the board and Executive Director/Co-Executive Director
- Take responsibility for strategic H&S decision making and implementation, supported by an external consultant
- Nurture a strong safety culture at Soho, ensuring infrastructure and equipment are compliant, staff are trained and confident in their duties, and visiting artists are supported across all sites and venues
- Chair the H&S Committee, maintain the H&S Policy and associated documentation
- Ensure Soho receives an annual H&S audit and Fire Risk Assessment, and regular external inspections to confirm standards are upheld
- Support the FOH Manager to maintain the Dean Street evacuation strategy

- Support the Walthamstow Operations Manager (TBC) to develop and maintain the STW evacuation strategy

Data

- Oversee Soho's data management and act as the lead for data compliance – gathering information, analysing and using data to inform decision making and respond to stakeholder requirements, all in line with GDPR

HR & People

- Support the Executive Director in developing a dynamic company culture and ethos that is nurturing and inclusive
- Act as lead for HR administration and policy, supported by and liaising with external HR consultants as required
- Manage the Finance & Admin Assistant in the day-to-day HR administration
- Oversee all recruitment across the group including for the new Walthamstow venue, and actively champion Soho Theatre's equality, diversity and inclusion agenda in this area
- Manage all salaries, benchmarking and support the payroll process
- Manage the contracting of consultants and freelancers, ensuring they are fully supported in their work at Soho
- Develop and implement a group-wide strategy for training and personal development, that supports Soho's workplace culture and organisational aims
- Actively champion an access agenda in recruitment, seeking out opportunities for Soho to create new routes into work in the arts, away from the more traditional education-based points of entry, specifically linking to the requirements of the new venue
- With Finance and Executive, manage Soho's staff benefits, thinking creatively about different approaches to remuneration and looking to add new incentives when relevant

General

- An active member of the senior management team, chairing/attending the Heads of Departments and other meetings as appropriate, and contributing to discussions / problem solving as required
- Develop Soho's systems and processes and technology to ensure all are fit for purpose as the organisation grows
- Attend STC, STW and STB board meetings, support the Executive Director and Co-Executive Director in setting the agenda and report on operational, health & safety and other relevant matters
- Support the aims and objectives of Soho Theatre, both internally and externally
- Represent the company as appropriate in external events.
- Uphold the company's equal opportunities, access and diversity policies
- Any other duties the Executive Director(s) may reasonably require

This is a guide to the nature of the work required of the Soho Theatre Operations Director. 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

- Senior management or operational leadership experience in a theatre, arts organisation, festival or similar (experience of a large venue around 1000 seats highly desirable)
- An understanding of the financial aspects of theatre production, and theatre and festival business and operational models, including F&B
- Demonstrable experience of financial management and reporting
- Demonstrable management and personnel experience

Skills

- A strategic thinker
- Highly organised with strong and entrepreneurial financial skills
- Strong leadership and good people management
- Excellent written and verbal communication skills
- Comfortable in a fast-paced dynamic working environment

Qualities

- A creative, confident, positive and flexible approach and problem solving
- The ability to work alone and as part of a team, under pressure and to deadlines
- A good level of attention to detail, maintaining awareness of the bigger picture
- A working knowledge of the London theatre industry and wider arts sector, and an ability to thrive in a creative and entrepreneurial workplace
- Discretion, tact and a sense of humour

Don't meet every single requirement of the job? Don't worry. If you're excited about this role but your past experience doesn't align perfectly with every requirement in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

WORKING AT SOHO THEATRE

We aim to make Soho Theatre a great place to work where people from all backgrounds can grow and develop, and make a contribution to our mission.

This includes:

1. A positive, inclusive, and collaborative work culture, where everyone works together to support artists, reach new audiences, and present an exceptional programme of theatre, comedy and creative engagement
2. Competitive and fair levels of remuneration
3. A package of staff benefits including health insurance and an Employee Assistance Programme
4. Opportunities to grow and develop as the organisation expands
5. Training, development, and mentoring opportunities

TERMS & CONDITIONS

Terms of Employment

This is a permanent, full-time post.

Salary and benefits

£55-62,000 per annum dependent on experience.

- Employee Assistance Programme including:
 - GP Services
 - Health Check
 - Seasonal Flu Jabs
 - Stress Support
 - Group Life Cover
- Season ticket and Cycle to Work loans and other travel schemes
- Training and development opportunities
- Tickets for Soho shows (subject to availability)
- Discount at Soho Theatre Bar and other local businesses

Holiday entitlement

20 days per annum plus Bank Holidays, rising to 25 days plus Bank Holidays after one full year of continuous employment.

Hours

Normal working week is 40 hours over a 5-day period, Monday to Friday, including a 1-hour unpaid lunch break. Regular evening and weekend work will be required for this role. There are no overtime payments, but TOIL is negotiable with your line manager.

Pension

The Company operates an auto-enrolment pension scheme, which you are eligible to join after three months of employment. This is at the rate of 3% from the employer and 5% from the employee on qualifying (banded) earnings. The Government will pay in 1% of qualifying earnings, which is tax relief. If you have made other arrangements, there is the option to opt out altogether.

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.

June 2023

MAKING YOUR APPLICATION

Closing date: Midday, Monday 24 July

Interviews: Thursday 27/ Friday 28 July

Location: London, W1D 3NE & E17 4QH

Salary: £55,000 - £62,000 per annum

How to apply:

Please send us your CV and a cover letter (no more than two sides of A4) outlining your suitability for the role, experience to date and enthusiasm for working at Soho Theatre. We will shortlist for the position based on how you respond to the job description.

Please also complete an equal opportunities monitoring form [here](#).

Submitting an application:

We prefer applications to be sent by email. Please send your completed forms to jobs@sohotheatre.com with STCOD23 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 the HR team on 020 7478 0100 or email jobs@sohotheatre.com to discuss alternatives.

We will contact every candidate, whether they have been shortlisted for interview or not.

The deadline for submitting your application is midday, Monday 24 July 2023.