

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 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.

Led by a collaborative and diverse senior team and board, Soho Theatre is an exciting place to work with a strong team ethic, fast paced, and with opportunities and intent for staff development and progression.

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 Edinburgh Festival Fringe and have close links with the Melbourne International Comedy Festival. We are the UK's leading presenter of Indian comedians and regularly present work there. We film shows and create our own digital work seen across our social platforms, on TV and in flight 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'.

STRATEGIC GOALS

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 creative, 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 USA. Continue to build digital audiences and sustainable business models, also moving into specific digital content creation (as distinct from digital capture of live).

Job Description

Job Title:	Usher
Purpose of Job:	Acting as the public face of Soho Theatre, welcoming the public, checking tickets, and seating patrons, delivering excellent customer service to our audiences and to ensure the safety, security and comfort of the public & artists performing in your venue.
Reports to:	Venue Managers, Front of House Manager, Deputy Audience Manager
Working with:	Venue Managers, Audience Managers, Foyer Supervisors, Duty Technicians, Venue Technicians, Bar Managers & Supervisors
Location:	Soho Theatre, 21 Dean Street, W1D 3NE

Overview

Ushers are some of the most visible of Soho Theatre staff. You'll see them smiling and greeting you as you head in to see our shows, and they're here to ensure your safety and comfort when visiting us.

We're looking for friendly and approachable people with great communications skills who enjoy working with the general public and our artists. You'll be great at getting people to where they need to go and safely exiting them too. If you're able to multi-task, think on your feet and do it all with a cheerful smile, you're just the kind of person we're looking for.

Job Outline

Venue & the Public

- To be the primary point-of-contact for audiences using your venue during performance periods, and ensure they are treated with the highest standards of customer service.
- Support the Audience Manager 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, and reporting anything unsafe to you Venue Manager.
- Address any customer queries and complaints with a proactive approach and escalate to your Venue Manager or Audience Manager where appropriate.
- To respond to any Access needs of patrons and support your Venue Manager in facilitating captioned, BSL interpreted and audio-described performances for access patrons or performers using your venue.
- Be familiar with the Theatre's emergency and evacuation procedures and assist with all evacuations of the building.

Artists

- To become knowledgeable of the artistic programme and brand values of Soho Theatre
- Supporting and welcoming artists/companies as applicable.

Health & Safety

- Read and actively implement Soho Theatre's Health & Safety Policy in all areas. Ensure all work is carried out in a safe and secure manner and inform Front Of House Management in the case of any uncertainty
- Read all venue and show risk assessments and ensure control measures are adhered to at all times
- Lead your venue in the building evacuation in the event of an emergency situation.

General

- Support the aims and objectives of Soho Theatre, both internally and externally
- Attend staff training as required
- Uphold the company's equal opportunities, access and diversity policies
- Remain fully aware of the theatre's activities and programme of events at all times
- Any other duties the company may reasonably require

**This is a guide to the nature of the work required.
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

Qualities

- Approachable and good at communicating, proactive,
- Able to think on your feet and think ahead,
- Ability to maintain a calm attitude under pressure, reliability, flexibility.
- Logistical and pragmatic thinking
- A love of theatre, comedy and the theatre-making process
- A working knowledge of the arts sector

Skills

- Strong interpersonal skills
- Effectively working within a team
- Ability to multi-task and prioritise during busy times
- Time management skills
- Analytical and problem-solving skills

Experience

- Experience in a venue, Front of House or customer service position
- Experience of dealing directly with the public

Desirable Experience

- Experience within an arts or festival environment,
- An interest in/knowledge of Soho Theatre
- Fire Warden, and First Aid training
- Experience of practical health & safety and licensing regulations.

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 postholder 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. The role is working from Soho Theatre (Dean Street).

Salary

£13.15 ph, overtime payable after 11.15pm & Sundays.

Holiday entitlement

Holiday accrues at 12.07% of the hours you 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 at Soho Theatre are from 9am 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 Monday to Saturday each week and hours to be worked flexibly will be in accordance with the published monthly rota. For this role you will be expected to be available over the Christmas and New Year period.

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.

Staff Benefits

- Complimentary tickets for Soho Theatre shows (subject to availability)
- Season ticket and Cycle to Work loans
- Employee Assistance Programme including health insurance
- Seasonal flu jabs
- Training and development opportunities
- Staff discount at Soho Theatre Bar and other local businesses

April 2024