



**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**

<b>Job Title:</b>	<b>Venue Manager</b>
<b>Purpose of Job:</b>	<p>To ensure the safety, security and comfort of the public and artists performing in your venue</p> <p>To ensure that all fire regulations, health &amp; safety regulations, and the conditions of the Theatre license are observed and adhered to always.</p> <p>To be responsible for the smooth operation of your venue, and Soho Theatre and Bar as a whole.</p>
<b>Reports to:</b>	Front of House Manager, Deputy Audience Manager
<b>Working with:</b>	Audience Managers, Foyer Supervisors, Duty Technicians, Venue Technician, Bar Managers & Supervisors
<b>Responsible for:</b>	Ushers
<b>Location:</b>	Soho Theatre, 21 Dean Street, W1D 3NE

## **Overview**

Our Venue Managers look after the public in our theatre spaces every night. They get the audiences in, get the shows up and get the audiences back out, safely, quickly and as smoothly as possible.

We're looking for people who are great communicators with customers, good at smiling and greeting, confident in multi-tasking and prioritising, great at leading a small venue team and unflappable under pressure.

## **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.
- To be responsible for the general upkeep and safety of your venue, completing regular checks to ensure that the venue and immediate areas are clean and safe prior to the start of shift, between performances and post-shows.
- To be a qualified first aider for the building, including being a trained user of Soho's AED (training will be given if necessary) and be actively available to provide first aid at Soho Theatre on shift, followed by the completion of Accident Report forms.
- To be responsible for managing a Show Stop in your venue if deemed appropriate and coordinating the evacuation of your venue and liaising with the emergency services if necessary.
- To proactively promote full access to Soho Theatre and your venue by patrons with disabilities, including facilitating captioned, BSL interpreted and audio-described performances, and managing PEP evacuation procedures for Access patrons or performers using your venue.

## JOB VACANCY: VENUE MANAGER

### Artists

- To be the primary point-of-contact for artists and companies performing and using your venue during performance periods, and ensure they are treated with the highest standards of customer service.
- To liaise with visiting companies, artists, and producers during the evening and to be Soho Theatre's representative in the absence of any member of the Management Team
- To become knowledgeable of the artistic programme and brand values of Soho Theatre

### Staff

- To be responsible for supervision of the ushers in your venue, to lead by example, and to ensure that the highest standards of customer care are upheld, in accordance with the Customer Service Policy
- To liaise with the Foyer team, Bar Managers, and other Venue Managers on an evening, when applicable, to ensure the smooth running of the whole building and to escalate customer complaints to the Audience Manager and/or Front of House Manager when appropriate.
- To brief your venue team on all relevant details of the shift and liaise with Audience Managers, Duty Technician & in-house technicians over relevant operational points.
- To be responsible for running up to four shows per day in your venue to time (within the parameters of your control), and to always liaise with the company, technical staff, and Audience Manager to ensure the smooth running of the performance.

### Administration

- To contribute towards a detailed FOH Show Report at the end of each shift and keep the Duty Technician, Audience Managers fully informed of any incidents which may have occurred during the evening.
- To liaise closely with other Venue Managers to ensure smooth handovers, clear communication via Show Notes & Show Report administration and continuity of provision for the venue.
- To ensure your venue has appropriate show signage, including content warnings and any additional information.

### 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, 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
- Resilient when dealing with change

### Skills

- Strong interpersonal skills
- Effectively working within a team
- Effective problem solving
- Time management skills,
- Analytical and problem-solving skills

### Essential Experience

- Experience in a venue or Front of House position
- Customer service experience
- Experience of dealing directly with the public
- Experience of practical health & safety and licensing regulations.

### Desirable Experience

- Experience within an arts or festival environment,
- An interest in/knowledge of Soho Theatre
- Experience in a supervisory role or venue management
- Fire Warden, and First Aid training (desirable)
- Managing a mixed team of regular freelancers

## 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

£14.65 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**