

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 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. Small but influential, 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 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 recently opened our new second venue in London, Soho Theatre Walthamstow to great acclaim. 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 960-capacity venue for world-class comedy, panto, performance and participation – a 'local theatre with a national profile'.

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.

OUR 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:	Bar Deputy Co-Manager, Soho Theatre Walthamstow
Reports to:	Bar General Manager
Line Management:	Bar Supervisors, Bar Assistants
Working closely with:	Food Operator, F&B Suppliers, Audience Team, Technical Team, Programming and Creative Engagement Teams, Production and Visiting Companies, Buildings and Operations Team, Contract Security
Location:	Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH

OVERVIEW

We are seeking an experienced Bar Deputy Manager to support the Bar General Manager in ensuring the smooth and efficient day-to-day operations of the theatre's four bars and café, ensuring exceptional customer service, maintaining high operational standards, and supporting the growth of revenue and profitability. The Deputy Manager will also provide leadership to the bar team, deputising for the Bar General Manager when required. In order to support the operational needs of the venue the role is being offered on a joint basis to 2 individuals to act as joint co-deputies.

You will support the ongoing smooth operation of our bars and café, creating an enticing food and beverage offer, managing staff, maximising sales and ensuring all health, safety, hygiene and licensing regulations are adhered to.

This role requires a proactive, hands-on approach to management, ensuring Soho Theatre Walthamstow delivers a memorable experience for all our patrons. This is a hugely exciting opportunity to be a key part of the team, working collaboratively to open the new Soho Theatre Walthamstow.

Duties & Responsibilities

MANAGEMENT & OFFER

- Oversee the daily operation of the theatre's bars and café, ensuring high service standards, quality, and compliance with health, safety, and licensing regulations.
- Work with the Bar General Manager to innovate and implement drinks and snacks selections in line with audience demographics and programming.
- Be efficient with all opening/closing procedures, daily checks, and operational systems to ensure smooth workflows.
- Support the coordination of special events and private hires, ensuring a seamless F&B service.
- Be the Designated Premises Supervisor when required, ensuring all licensing conditions are adhered to.
- With the Audience Experience Manager and Audience team, maintain effective communication to ensure the building and programme runs smoothly.

CUSTOMER SERVICE

- Deliver a consistently high standard of customer service across all F&B operations, fostering an inclusive and welcoming environment in line with the values of Soho Theatre.
- Address escalated customer service issues promptly and professionally.
- Ensure bar staff are knowledgeable about the theatre's artistic programme to enhance audience engagement.

STAFFING

- Assist in the recruitment, training, and development of bar staff, ensuring a collaborative and motivated team culture.
- Support the Bar General Manager in creating and managing staff rotas, ensuring sufficient cover during peak and non-peak periods while adhering to budgets.
- Provide clear communication, setting a positive example in punctuality, professionalism, and hygiene standards.
- Monitor staff performance, providing feedback and addressing any disciplinary issues.

FINANCE AND ADMINISTRATION

- Support the Bar General Manager in achieving sales targets and optimising gross profit margins.
- Support the Bar General Manager in managing budgets, control costs, and analyse sales data to drive revenue growth.
- Assist with stock management and ordering, ensuring accurate records and preventing shortages or overstocking.
- Support the Bar Manager in the accurate processing of payroll, invoices, and other financial transactions in collaboration with the finance team.

HEALTH, SAFETY, AND LICENSING

- Maintain compliance with all health and safety, fire safety, and food hygiene regulations.
- Regularly update and review risk assessments for F&B operations.
- Ensure all staff are trained and compliant with licensing laws, health and safety requirements, and food hygiene standards.
- Maintain high standards of cleanliness and operational hygiene across all F&B areas.

GENERAL

- Support the aims and objectives of Soho Theatre both internally and externally, including promoting diversity in the workplace and cultivating an inclusive work environment.
- Work collaboratively with the Soho Theatre Dean Street team to ensure consistency across both venues.
- Participate as a member of the management team and attend regular internal meetings and training sessions as required.
- Undertake any other duties as appropriate to the role and as agreed with the Bar General Manager or senior leadership.

PERSON SPECIFICATION

ESSENTIAL EXPERIENCE

- Proven experience managing a busy bar or hospitality venue, ideally within a cultural or arts setting.
- Working as a Personal Licence holder and representative of the Designated Premises Supervisor.
- Strong leadership and people management skills, with experience in recruitment, training, and staff development.
- Financial management expertise, including budgeting, cost control, and sales analysis.
- Knowledge of licensing laws, health and safety regulations, and food hygiene standards.
- Strong interpersonal and communication skills, with the ability to engage effectively with diverse audiences and team members.
- Excellent organisational skills, with the ability to prioritise and work under pressure in a fast-paced environment.
- Knowledge of fire regulations, as well as up to date fire marshal certification.

DESIRABLE EXPERIENCE (NOT PART OF SHORTLISTING PROCESS)

- Experience working within a theatre or performance venue.
- Knowledge of Point of Sale (POS) systems and stock management software.

QUALITIES

- A proactive, hands-on approach to management.
- Positive, confident, and creative problem-solver.
- Flexible and adaptable to the varied working hours of a theatre environment, including evenings and weekends.
- Enthusiastic about theatre, comedy, and cabaret, with a commitment to delivering memorable audience experiences.

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 permanent full-time role, working from Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH.

Salary

£32,000 per year

Holiday entitlement

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

Hours

The full-time working week is 40 hours, with an hour unpaid for lunch, and revolves around performance programming across evenings and weekends. Normal working week is 40 hours over a 5-day period, Monday to Sunday.

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
- Employee Assistance Programme including health insurance
- Staff discount at Soho Theatre Bar and other local businesses
- Season ticket and Cycle to Work loans
- Seasonal flu jabs
- Training and development opportunities