



JOB VACANCY  
Audience Experience Team: Soho Theatre Walthamstow  
February 2025

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 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 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 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

<b>Job Title:</b>	<b>Audience Experience Team Member (STW)</b>
<b>Purpose of Job:</b>	Acting as the public face of Soho Theatre Walthamstow, welcoming the public, checking tickets and seating patrons, dealing with ticket enquiries and sales, delivering excellent customer service to our audiences and ensuring the safety, security and comfort of our artists and the public.
<b>Reports to:</b>	Audience Experience Manager, Deputy Audience Experience Manager, Venue Managers, as appropriate
<b>Working with:</b>	Audience, Technical and Bar teams,
<b>Location:</b>	Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH

## Overview

This is a hugely exciting opportunity to be a key part of the team opening the new Soho Theatre Walthamstow. You will be integral in supporting all activity in this beautiful Grade II\* listed building, including our 960 seat theatre as well as our studios and front of house spaces.

Our Audience Team are essential in creating a great night out for audiences visiting Soho Theatre Walthamstow. They are the first point of contact for our audience and help welcome them in to the venue, answering questions and reporting on feedback, dealing with ticket enquiries, navigating the audience journey around our building, selling tickets, merchandise and memberships, and upholding excellent health and safety standards. The Audience Team are also keen to ensuring all our artists have a positive experience with Soho Theatre Walthamstow.

We're looking for friendly and approachable people, with great communication skills, who enjoy working with the general public. 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

- Be the primary point-of-contact for audiences ensuring they are treated with the highest standards of customer service.
- Support the Audience Management Team in the management of audiences, queues, ticket-checking, ticket enquiries and supervision during performances and hires.
- Ensure public areas are kept tidy, clean and presentable and reporting anything unsafe to your Audience Experience Manager.
- Address any customer queries and complaints with a proactive approach and escalate where appropriate.
- Respond to any patron access needs and support in facilitating captioned, BSL interpreted and audio-described performances for access patrons or performers using our venue.

- Be familiar with STW's emergency and evacuation procedures and assist with all evacuations of the building.
- Ensure that STW is a welcoming, positive inclusive place to visit.
- Promote the sale of tickets, pre-order drinks and memberships.

#### **Programme**

- Be knowledgeable of the artistic programme and brand values of Soho Theatre Walthamstow.
- Support and welcome artists and companies as applicable.
- Promote collaborative working relationships across all internal colleagues, artists, producers and visiting companies.

#### **Health & Safety**

- Read and actively implement Soho Theatre's policies, including the Health & Safety and Safeguarding Policies in all areas. Ensure all work is carried out in a safe and secure manner and inform Audience Team management in the case of any uncertainty.
- Read all venue and show risk assessments and ensure control measures are adhered to at all times.
- Support in building evacuation, ensuring everyone leaves safely, in the event of an emergency situation.

#### **General**

- Support the aims and objectives of Soho Theatre Walthamstow, both internally and externally.
- Represent Soho Theatre with external stakeholders and the wider arts community, building constructive relationships to further the work and profile of Soho Theatre.
- Attend staff training as required.
- Champion and promote the values and behaviours of Soho Theatre Walthamstow, encouraging diversity and inclusion and acting as an ambassador for the organisation.
- Uphold the Company's equal opportunities, access and diversity policies.
- Remain fully aware of Soho Theatre Walthamstow's activities and programme of events at all times.
- Any other duties that may be reasonably required.

**This is a guide to the nature of the work required of the role.  
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 an excellent communicator
- Able to think on your feet, be proactive and forward thinking
- Ability to maintain a calm attitude under pressure
- Flexible and resilient to changing priorities and operational needs
- 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
- Effective time management skills
- Analytical and problem-solving skills

#### **Desirable Experience**

- Experience of working with the public
- Experience within an arts or festival environment
- An interest in/knowledge of Soho Theatre / Waltham Forest
- Fire Warden, and First Aid training

## **Terms And Conditions**

#### **Equal Opportunities**

Running through the core of STW 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**

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.

#### **Remuneration**

£13.15 per hour from April.

Overtime payable after 11.15pm and on Sundays.

#### **Holiday entitlement**

Holiday accrues at 12.07% of the hours you work, and the entitlement will be paid for 7 minutes for each hour worked.

#### **Hours**

Soho Theatre Walthamstow's core hours are 9am to 2am. Hours of work will be subject to agreement between yourself and your Line Manager. A minimum shift length is 3.5 hours. Shift start and finish times may vary depending on the needs of the work and the Company's business but will predominantly be 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.

**February 2025**