



JOB VACANCY
Operations Administrator: 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

Job Title:	Operations Administrator: Soho Theatre Walthamstow (STW)
Reports to:	Interim COO and Building & Facilities Manager
Key Internal Contacts:	Operation Administrators, Security, Audience Experience Team, F&B Team, Technical & Production Team, Visiting Companies, Production / Event Teams and Guests
Key External Contacts:	Neighbouring commercial units, contractors, suppliers
Location:	Soho Theatre Walthamstow, 186 Hoe Street, E17 4QH
Start Date:	April 2025

Overview

Based at our Stage Door (a reception area where team members will be located), you will be at the heart of supporting the successful and smooth operation of the building, integral to welcoming all who arrive at Soho Theatre Walthamstow, including artists, Soho team, and contractors.

Soho Theatre Walthamstow will be a busy building as we open this new venue to the public and you will support in ensuring systems and processes are maintained and in keeping everyone in the building safe and secure at all times.

This role is in addition to an existing Operations Administrator role at Soho Theatre Walthamstow, and will be complemented by casual team members to ensure the ongoing management of Stage Door and to support the building operation. Working closely with the Operations team, the Technical team, Front of House, F&B team and Creative Engagement, this is a hugely exciting time to be joining Soho Theatre. You'll pivot between managing key administrative tasks, including welcoming guests, coordinating deliveries and sign in systems, booking training for staff, maintaining efficient office systems, supporting external hires and ensuring that Health and Safety processes are implemented and adhered to.

You will be a pro-active and adaptable person, able to respond to the multiple needs of the building and proactively seek solutions to any issues that may arise. This role will suit someone with a passion for theatre and the arts, who is looking for a place to roll up their sleeves and contribute to the effective and thriving future of Soho Theatre Walthamstow.

Job Outline

Operations

- Manage the building operation rota, ensuring the building is effectively resourced in the event of any fire alarm or first aid requirements.
- Hold Duty Management responsibilities as necessary.
- Uphold and develop systems for the effective operation of Soho Theatre Walthamstow.

- Support the Building & Facilities Manager and Interim COO as required to ensure the smooth running of Soho Theatre Walthamstow.
- Provide key Stage Door responsibilities, supporting effective management of the building and its facilities.

Building

- Ensure STW remains secure at all times through regular monitoring of the CCTV.
- Actively manage Stage Door and the load In area / get-In yard, coordinating with neighbours regarding deliveries, maintaining positive communication.
- Comply with all policies, plans and procedures required by the Landlord, Premises Licence or Lease.
- Comply with, implement and coordinate, as necessary, emergency procedures.
- Maintain a good knowledge of the fire alarm, security operations and additional building management systems as required, including weekly testing procedures, isolation of fire sensors and operation of the panel during an emergency evacuation.
- Monitor the fire alarm, lift alarm and security panels positioned at Stage Door as required.
- Keep an up-to-date accident report log, issue as requested to other staff members and immediately share completed forms with the Building Management.

Hires

- Work with the Front of House team to coordinate the delivery of hires, supporting effective stakeholder management, including managing the hires inbox.
- Act as the first point of contact for all our external hires, including visiting companies, schools and small businesses, to ensure they are effectively inducted into the building and that they adhere to Health and Safety protocol.
- Work with the creative engagement department to support hires, events, and local activities, including coordinating annual career events and open days hosted by Soho. We also encourage and welcome the Operations Administrators to form part of the team sharing and informing young people of sector careers and opportunities.

Health & Safety

- Monitor the Fire Alarm panel, adjusting modes as necessary, responding to alerts as appropriate and maintaining a logbook.
- Ensure the Health and Safety Policy is successfully implemented and attend Health & Safety Committee meetings as necessary.
- Log and share incident and accident reports as necessary.
- Be responsible for stocking and regularly checking all First Aid kits located throughout Soho Theatre Walthamstow.
- Work with the Front of House team and Designated Safeguarding Officer to coordinate and implement safeguarding procedures and communication when young people are taking part in activity in the building.
- Respond to Accessible WC Alarm activation and use the Disabled Refuge Master Panel as necessary.
- Conduct daily building inspections to monitor fire exits and escape routes, reporting any obstructions.

Training & HR

- Support in ensuring that policies and procedures are up to date for Soho Theatre Walthamstow and adhered to.
- Support in identifying upcoming training renewals, including for First Aid and Fire Safety.
- Organise DBS checks as needed and ensure updates are in place in good time.

Office Administration

- Ensure all persons including team members, contractors, Hires and external visitors are welcomed with a positive and friendly courteous attitude.
- Act as the main point of contact for all office related queries and activities.

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- Check and restock all office supplies, including printer toner and paper, stationery supplies and kitchen stock such as teas, coffees, milk etc.
- Monitor, log and distribute all Staff passes and keys, managing the signing In and out system for the building.
- Set up for meetings as necessary, including meeting room sweeps, stationary supplies and refreshments and technical set up, attending and minuting as necessary.
- Support facilities management including cleaning, pest control, and other external service providers.

**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

- Proactive approach to all tasks
- Approachable and helpful
- Eagerness to learn
- Collaborative and a team player

Skills

- Great time management with the ability to effectively prioritise tasks
- Strong in-person communication skills

Experience (Desirable)

- Administrative tasks
- Proficiency with Microsoft
- Health and Safety

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, with a four-month probation period, working from Soho Theatre Walthamstow.

Salary

£25,500 per annum

Holiday entitlement

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

Hours

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The full-time working week is 35 hours. Working hours will evolve with the role but are anticipated to be predominantly evenings and weekends.

Pension

The Company operates an auto-enrolment pension scheme, which you are eligible to join after three months of employment and the successful passing of your probation. 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

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