



JOB VACANCY

Venue Manager: 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 inflight 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:	Venue Manager: Soho Theatre Walthamstow
Purpose of Job:	<p>To help lead the Audience Experience Team to give our audiences a great night out when visiting Soho Theatre Walthamstow.</p> <p>To uphold excellent health & safety practice in our building. To promote excellent customer service practices within the Audience Team and support in reporting customer feedback. To lead on sales initiatives within the team, promoting income generation.</p> <p>To be responsible for the smooth operation of a show at Soho Theatre Walthamstow, and the audience experience.</p>
Reports to:	Audience Experience Manager, Deputy Audience Experience Manager, Audience Managers
Working with:	Audience, Technical and Bar Teams
Responsible for:	Ushers
Location:	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 Venue Managers help lead the Audience Team to facilitate a great night for our audiences visiting Soho Theatre Walthamstow. They uphold excellent customer service; guiding audiences around our venue, answering questions, communicating feedback to the team and supporting the sale of tickets, merchandise, pre-order drinks and memberships while 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 people who are great communicators, who are confident in multi-tasking and prioritising, great at leading a team and unflappable under pressure.

Job Outline

Venue & the Public

- Be the primary point-of-contact for audiences, ensuring they are treated with the highest standards of customer service.
- Represent Soho Theatre Walthamstow, its brand and values at all times.
- Be responsible for the general upkeep and safety of the venue, completing regular checks to ensure that spaces are clean and safe prior to the start of shift, between performances and post-show.

- Be a qualified first aider for the building, including being a trained user of Soho Theatre's AED (training will be given if necessary) and be actively available to provide first aid at Soho Theatre Walthamstow when on shift, followed by the completion of Incident Report forms.
- Be responsible for managing a Show Stop if deemed appropriate, coordinating evacuation as necessary and liaising with the emergency services if necessary.
- Proactively promote access to Soho Theatre Walthamstow for patrons with disabilities, including facilitating captioned, BSL interpreted and audio-described performances, and managing PEP evacuation procedures for Access patrons or performers.
- Ensure that STW is a welcoming, positive inclusive place to visit.

Artists

- Be a point-of-contact for artists and companies performing, ensuring they are treated with the highest standards of customer service.
- Liaise with visiting companies, artists, and producers during the evening and be STW's representative in the absence of any member of the Management Team
- Be knowledgeable of the artistic programme and brand values of STW.

Team

- Be responsible for supervision of ushers and members of the wider Audience Team, to lead by example, and to ensure that the highest standards of customer care are upheld, in accordance with the Customer Service Policy.
- Liaise with the Foyer team, Bar Managers, and Audience Experience Manager on an evening, when applicable, to ensure the smooth running of the whole building and to escalate customer complaints when appropriate.
- Brief your team on all relevant details of the shift and liaise with Audience Managers, Duty Technician & in-house technicians over relevant operational points.
- Be responsible for running shows 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

- Contribute towards a detailed Audience Team Show Report at the end of each shift and keep the Duty Technician, and Audience Managers fully informed of any incidents which may have occurred during the evening.
- Liaise closely with other Venue Managers to ensure smooth handovers, clear communication via show notes and show report administration and continuity of provision for Soho Theatre Walthamstow.
- Ensure appropriate show signage, including content advice and any additional information.

Health & Safety

- Read and actively implement Soho Theatre's policies, in particular the Health & Safety and Safeguarding Policies at all times. 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
- Work with colleagues to lead the building evacuation 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.

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- 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, 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 / Audience Team 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 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. The role is working from Soho Theatre Walthamstow.

Salary

£14.65 per hour, overtime payable after 11.15pm & Sundays. From April £15.85 per hour.

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 STW are from 9am to 2am. Hours of work for each period of engagement will be subject to agreement between yourself and your Line Manager. A minimum shift is 4 hours. 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.

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