



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 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:	Operations Manager – Soho Theatre Walthamstow (12-month FTC)
Responsible to:	Interim COO
Responsible for:	Operations Administrators, external Security provider
Works closely with:	Audience Experience Manager (Soho Theatre Walthamstow), Bar General Manager (Soho Theatre Walthamstow), Technical and Production Manager (Soho Theatre Walthamstow), Buildings and Facilities Manager, other contractors
Purpose of Job:	The Operations Manager works collaboratively with all departments at Soho Theatre Walthamstow and leads a small team, to co-ordinate an effective operation across the whole venue and successfully deliver the Venue Management Plan.

RESPONSIBILITIES

Operations

- Oversee and ensure the successful implementation of the Venue Management Plan, and work with the Interim COO to review and update as necessary.
- Oversee and manage the daily and weekly building schedule, to ensure that the operational teams at Soho Theatre Walthamstow effectively support the activity taking place.
- Take responsibility for the Duty Management schedule of the building, act as Duty Manager during working hours, and ensure an appropriate Duty Manager is in place at all times.
- Manage a team of full-time and casual Operations Administrators to support the operation of the building and ensure staffing of the Operations Desk during specified hours.
- Support the operational teams and producers to manage the building scheduling in Artifax, including dressing room scheduling, ensuring a weekly schedule is circulated and that key responsibilities such as fire warden, first aid and building lock up are coordinated and fulfilled.
- Ensure all activity taking place at Soho Theatre Walthamstow is in line with relevant policies, including Health and Safety, Safeguarding, relevant insurance policies and Soho Theatre's lease.
- Effectively manage the Soho Theatre Walthamstow operations budgets, ensuring that Soho Theatre's finance procedures are upheld at all times.
- Work with the Building & Facilities Manager to liaise with the Landlord's managing agent, ensuring the building is well managed.
- Act as a point of contact for internal and external stakeholders, including Soho Theatre staff, as well as artists, promoters, hirers and members of the public.

Building

- Ensure Soho Theatre Walthamstow is maintained to the highest standard, working with the Building & Facilities team to ensure a preventative maintenance plan is in place.
- Take responsibility for elements of the day-to-day operation of Soho Theatre Walthamstow, including compliance, maintenance and procurement.
- Project manage small capital improvements and maintenance projects as necessary, including developing Landlord and Listing Building Consent applications and project managing any works.
- Ensure that Soho Theatre Walthamstow adheres to all licensing requirements, including any variations or changes to activity.
- Act as contact point for key contractors, including the cleaning contractor and security.
- Oversee the management of building defects, including managing the relationship with the building contractors' aftercare / defects system.
- Work with the Interim COO to support the relationship with the Landlord
- Play an active role in ensuring Soho Theatre Walthamstow is an environmentally sustainable building, reporting as necessary for funders and other stakeholders, and joining organisation wide meetings.

Programme, Events & Hires

- Work with the communications team to ensure Soho Theatre Walthamstow is a vibrant venue for hires, developing a profitable hire and event income stream for the building where appropriate, alongside the core creative and commercial programmes.
- Liaise with different departments regarding programme requirements, ensuring effective communication and essential information is coordinated for the smooth running of the building.
- Work with the programming and wider teams to manage events and hires at Soho Theatre Walthamstow, including liaising with external partners, managing the financial and operational set up, drafting and coordinating hire agreements.
- Ensure the successful delivery of events and hires.
- Support and conduct building inductions and tours as necessary.

Statutory / Health & Safety

- Support the Buildings & Facilities Manager to ensure the building operation complies with licensing, health and safety and employment laws, the Regulatory Reform (Fire Safety) Order and any other legislation, code of practice, or guidance relevant to the running of Soho Theatre Walthamstow.
- Support the Interim COO to ensure that the Soho Theatre Health & Safety Policy and Safeguarding Policy are implemented and adhered to at all times at Soho Theatre Walthamstow.
- Nurture a strong safety culture at Soho Theatre Walthamstow, ensuring infrastructure and equipment are compliant, staff are trained and confident in their duties, and visiting artists are supported.
- Schedule and oversee an annual Health & Safety audit and Fire Risk Assessment and procure regular external inspections to confirm standards are upheld.
- Maintain all Health & Safety procedures, including evacuation and invacuation strategies, and review risk assessments as necessary.
- Complete safety reports (accident, incident, near miss, undesired circumstance) and carry out investigations in accordance with procedures in a full and timely manner as necessary.
- Attend and contribute to company Health & Safety meetings.



General

- Chair operational and other meetings as appropriate at Soho Theatre Walthamstow.
- Liaise with teams at Soho Theatre Dean Street to ensure a coordinated approach across the whole company and our venues.
- Develop systems and processes and technology to ensure all are fit for purpose.
- Support the aims and objectives of Soho Theatre, both internally and externally.
- Represent the company as appropriate.
- Uphold the company's equal opportunities, access and diversity policies.
- Any other duties the Interim COO or Executive team may reasonably require.

This is a guide to the nature of the work required of the Operations Manager: Soho Theatre Walthamstow. 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

Experience

- Operational management experience in a theatre, arts organisation, festival or similar (experience of a large venue around 1,000 seats highly desirable)
- An understanding of the financial aspects of theatre production, and theatre and festival business and operational models, including F&B
- Demonstrable management and personnel experience
- First Aid at work

Skills

- Highly organised with strong financial skills
- Strong leadership and good people management
- Excellent written and verbal communication skills
- Comfortable in a fast-paced dynamic working environment

Qualities

- A creative, confident, positive and flexible approach and problem solving
- The ability to work alone and as part of a team, under pressure and to deadlines
- A good level of attention to detail, maintaining awareness of the bigger picture
- A working knowledge of the London theatre industry and wider arts sector, and an ability to thrive in a creative and entrepreneurial workplace
- Discretion, tact and a sense of humour

Don't meet every single requirement of the job? Don't worry. If you're excited about this role but your past experience doesn't align perfectly with every requirement in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.



WORKING AT SOHO THEATRE

We aim to make Soho Theatre a great place to work where people from all backgrounds can grow and develop and make a contribution to our mission.

This includes:

1. A positive, inclusive, and collaborative work culture, where everyone works together to support artists, reach new audiences, and present an exceptional programme of theatre, comedy and creative engagement
2. Competitive and fair levels of remuneration
3. A package of staff benefits including health insurance and an Employee Assistance Programme
4. Opportunities to grow and develop as the organisation expands
5. Training, development, and mentoring opportunities

TERMS & CONDITIONS

Terms of Employment

This is a 12-month fixed term contract

Location

Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH

Salary

£41,200 per annum

Benefits

- Employee Assistance Programme including:
 - GP Services
 - Health Check
 - Seasonal Flu Jabs
 - Stress Support
 - Group Life Cover
- Season ticket and Cycle to Work loans and other travel schemes
- Training and development opportunities
- Tickets for Soho shows (subject to availability)
- Discount at Soho Theatre Bar and other local businesses

Holiday entitlement

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

Hours

Normal working week is 40 hours over a 5-day period, Monday to Saturday, inclusive of a 1-hour unpaid break. Hours will be reflective of Soho Theatre Walthamstow's programme and regular evening and weekend work will be required for this role. There are no overtime payments, but TOIL is negotiable with your line manager.

www.sohotheatre.com

Soho Theatre Company Ltd, Registered Company No: 01151823
21 Dean Street, London, W1D 3NE
VAT Number 440577942



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.

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.

MAKING YOUR APPLICATION

Closing date: Monday 30th June 2025, at 10am

Interviews: Wednesday 2nd and Thursday 3rd July 2025

How to apply:

Please send us your application form and a cover letter (no more than two sides of A4) outlining your suitability for the role, experience to date and enthusiasm for working at Soho Theatre. We will shortlist for the position based on how you respond to the job description.

Please also complete an equal opportunities monitoring form [here](#).

Submitting an application:

We prefer applications to be sent by email. Please send your completed forms to jobs@sohotheatre.com with **OMSTW25** in the subject line.

If you would like to submit your application in another format, or you have any queries about this role, please contact the HR team on 020 7478 0100 or email jobs@sohotheatre.com to discuss alternatives.

We will contact every candidate, whether they have been shortlisted for interview or not.

The deadline for submitting your application is Monday 30th June 2025, at 10am

June 2025