



JOB VACANCY

Operations Administrator: Soho Theatre Walthamstow

August 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 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 Administrator, Soho Theatre Walthamstow
Reports to:	Operations Manager, Soho Theatre Walthamstow
Key Internal Contacts:	Operation Administrators (permanent and casual), Security, Audience Experience team, F&B team, Technical 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:	September / October 2025

Overview

Based at our Operations Desk (next to the Stage Door), this role is at the heart of supporting a successful and smooth building operation, welcoming all who arrive at Soho Theatre Walthamstow, including artists, Soho team, and contractors.

Soho Theatre Walthamstow is a busy building and you will support in ensuring systems and processes are maintained and that everyone in the building is safe and secure at all times. This role is in addition to an existing Operations Administrator role at Soho Theatre Walthamstow and is complemented by casual team members to ensure the ongoing management of the Operations Desk and to support the building operation. You'll pivot between managing key administrative tasks, including welcoming guests, coordinating deliveries and sign-in systems, booking training, maintaining efficient office systems, supporting external hires and ensuring that Health & Safety processes are implemented and adhered to.

You will be a proactive 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 operations 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 Operations Manager 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 Soho Theatre Walthamstow 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 and maintaining positive communication.
- Comply with all policies, plans and procedures required by the Landlord, our 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.
- Log all defects and support coordination to ensure a timely follow up.
- Keep an up-to-date accident report log, issue as requested to other staff members and immediately share completed forms with Building Management.

Hires

- 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 & Safety protocols.
- Work with the Creative Engagement team to support hires, events, and local activities, including coordinating annual career events and open days. 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, adjust modes as necessary, respond to alerts as appropriate and maintain a logbook.
- Ensure the Health & 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

Terms of Employment

This is a permanent full-time role, with a four-month probation period, working from Soho Theatre Walthamstow.

Salary

£26,265 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

The full-time working week is 35 hours. Working hours are based on the needs of the building but are anticipated to be predominantly daytimes.

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

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.

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MAKING YOUR APPLICATION

Closing date: Monday 8th September 2025, at 10am

Interviews: Thursday 11th September 2025

How to apply:

We prefer our application form to CVs. Please send us your application form 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. If you wish to attach a covering letter, please ensure there are no more than two sides of A4.

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

Submitting an application:

We prefer applications to be sent by email. Please send your completed forms to jobs@sohotheatre.com with **STWOA25** 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 8th September 2025, at 10am.

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