



JOB VACANCY  
Operations Director  
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 own 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 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 and inflight.

Currently we are expanding our team, having opened our exciting new second venue in London, Soho Theatre Walthamstow, in May 2025. 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 1,000-capacity venue for world-class comedy, panto, performance and participation – a 'local theatre with a national profile'. Sitting between the intimate spaces of Soho Theatre in Dean Street and the capital's bigger arenas, it gives audiences the perfect dedicated space to see world-class shows at mid-scale, filling an important gap in London's thriving cultural landscape.

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>Operations Director</b>
<b>Responsible to:</b>	Co-Executive Director
<b>Working Closely with:</b>	Executive Director, Senior Management Team, Heads of Department, external companies including finance (Epic) and IT (TekGuys and freelance consultant), and our HR and H&S Consultants
<b>Responsible for:</b>	STW Operations Manager, Building & Facilities Manager, Technical & Production Manager (Soho Theatre), Technical & Production Manager (Soho Theatre Walthamstow), People Coordinator, Operations Administrator (Soho Theatre)
<b>Location:</b>	Working across both Soho Theatre and Soho Theatre Walthamstow, and elsewhere as required
<b>Purpose of Job:</b>	The Operations Director works at a strategic and senior level, taking on responsibilities across Soho's buildings, people, processes, compliance, and their growth. They are responsible for ensuring that all aspects of operations at Soho Theatre work together seamlessly and effectively to support the organisation's creative and business goals.

## Overview

We are looking for an exceptional Operations Director to lead on all aspects of our operations at Soho Theatre, across two venues in Soho and Walthamstow, and our work beyond including touring and digital work.

This is a fantastic opportunity to join the team during a pivotal moment of expansion, in a senior management role. The Operations Director will work closely with the Executive Director and Co-Executive Director to ensure that Soho Theatre's operations and facilities support our creative and business aims. They will oversee venue operations, our buildings and estates, health & safety and compliance, HR and elements of finance systems.

## Job Outline

### Strategic

- Working alongside the Executive and Co-Executive Director, and as an active member of the Senior Management Team alongside the Creative and Communications Directors, oversee operations at our venues at a strategic level to support our artistic and business aims; to ensure our brilliant artists are supported to create their best work; and to welcome our audiences night after night. You will ensure the right structures, processes and personnel are in place to deliver our vibrant programme of theatre, comedy and cabaret across two venues and beyond
- As a key part of the Senior Management Team, chairing/attending the Heads of Department and other meetings as appropriate, and contributing to discussions / problem solving as required
- Attend Board meetings as required, support the Executive Director and Co-Executive Director in setting the agenda, and report to the Board on operations, buildings, health & safety, HR and other relevant matters
- Support the Executive Director and Co-Executive Director in developing a dynamic and entrepreneurial company culture and values

### **Operations**

- Oversee venue operations across Soho Theatre and Soho Theatre Walthamstow, with reporting lines from the Technical & Production Managers, Soho Theatre Walthamstow Operations Manager, and Soho Theatre Operations Administrator, and work closely with Audience Managers and the Head of Food & Beverage to ensure a joined-up operation across our buildings
- Ensure the right team structures, policies and processes are in place to effectively operate the two venues
- Maintain an overview of the technical department and ensure the Technical & Production Managers are well supported in the management of their teams
- Maintain an overview of Soho's touring activity, including international work in India, the USA, Australia and elsewhere, work presented at festivals including Edinburgh, ensuring operational and H&S standards are implemented in all our work whether in our venues or elsewhere
- Support the operational teams and producers to manage building scheduling in Artifax
- Develop Soho's systems and processes and technology to ensure all are fit for purpose
- Oversee all contracts used across the organisation, including individuals, shows, contractors etc.
- Lead key meetings to ensure operational efficiency, including individual venue operations meetings and attending key diary meetings as necessary
- Deliver strategic operational support to Soho Theatre's digital strategy

### **Buildings, Facilities, IT**

- Overall responsibility for Soho Theatre's buildings, including safety, compliance, maintenance, procurement, and capital improvements
- Manage all lease arrangements and licensing for Soho sites, including any variations or changes to activity
- Line manage the Buildings & Facilities Manager who oversees management of Soho's buildings, including routine and ad hoc maintenance e.g. office and IT
- Manage the landlord relationship with the London Borough of Waltham Forest, ensuring the lease at Soho Theatre Walthamstow is complied with at all times, and the building is managed
- Manage neighbour and other local stakeholder relationships at both sites to ensure these are positive
- Manage the relationship with our external IT company and freelance IT consultant, ensuring regular meetings and overseeing the support requirements
- Maintain all Company insurance policies, managing the relationship with insurers. Advise of any annual or other variations, and administrate all claims made
- Manage and support teams to oversee external storage facilities to minimise cost

### **Finance**

- Manage the operational relationship with our external finance team, ensuring regular meetings
- Manage internal financial administration and oversee the operation of our finance systems, ensuring efficient processes and procedures are in place
- Identify and promote opportunities for maximising income and introducing new income streams
- Be responsible for key budget lines and manage the overall Operations budget, including People and Buildings, and reporting to the Executive regularly

## H&S

- Act as the Senior lead for H&S, on behalf of the Company's Board and Executive Director/Co-Executive Director, taking responsibility for strategic H&S decision making and implementation, supported by an external consultant
- Nurture a strong safety culture across the Company, ensuring infrastructure and equipment are compliant, staff are trained and confident in their duties, and visiting artists are supported across all sites and venues
- Chair the quarterly H&S Committee, maintain the H&S Policy and associated documentation
- Work with the Head of Creative Engagement to maintain the Safeguarding Policy, acting as a Safeguarding Lead and ensuring this is effectively implemented
- Ensure our buildings receive a regular H&S audit, Fire Risk Assessment and external inspections are conducted to confirm standards are upheld
- Support in maintaining the different building evacuation and invacuation strategies
- Monitor all accident and incidents, taking timely action where necessary

## Data

- Oversee Soho's data management policies and act as the lead for data compliance – gathering information, analysing and using data to inform decision making and respond to stakeholder requirements, all in line with GDPR

## HR & People

- Act as lead for HR administration, and ensure that Soho Theatre follows best practice in supporting and working with staff, casual workers and freelancers across all areas of the company
- Manage the People Coordinator in day-to-day HR administration, and act as the lead contact for the Company's external HR consultant
- Oversee all recruitment and actively champion Soho Theatre's commitment to equality, diversity and inclusion in the workforce, and opportunities to open up access to careers in theatre, seeking out opportunities for Soho to create new routes into work in the arts, away from the more traditional education-based points of entry
- Manage the contracting of consultants and freelancers, supporting with wider Company contracts as necessary
- Develop and implement a group-wide strategy for training and personal development, that supports Soho's workplace culture and organisational aims, working with external consultants as required
- Manage staff benefits, thinking creatively about different approaches to remuneration and looking to add new incentives when relevant

## General

- Support the aims and objectives of Soho Theatre, both internally and externally
- Represent the Company as appropriate and as necessary at external events
- Uphold the Company's equal opportunities, access and diversity policies
- Any other duties the Executive Director(s) may reasonably require

**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

- A creative, confident, positive and flexible approach with good problem-solving skills
- The ability to work alone and as part of a team, under pressure and to deadlines
- Excellent attention to detail whilst 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

### Skills

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

### Experience

- Senior management or operational leadership 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 experience of financial management and reporting
- Demonstrable experience of management and overseeing personnel
- IOSH certification (desired)

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 AND CONDITIONS

### Terms of Employment

This is a permanent full-time post.

### Location

Soho Theatre, 21 Dean Street, W1D 3NE & Soho Theatre Walthamstow, 186 Hoe Street, E17 4QH

### Salary

£60,000-£65,000 per annum dependent on experience. If you have more experience, then we encourage you to apply and are willing to have a conversation about a higher salary.

### 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 Friday, including a 1-hour unpaid lunch break. Regular evening and weekend work will be required for this role. There are no overtime payments, but TOIL is negotiable with your line manager.

### 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 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.



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**MAKING YOUR APPLICATION**

**Closing date:** 10am, Tuesday 26 August 2025

**Interviews:** w/c 1 September 2025

**HOW TO APPLY**

We prefer our application form to CVs. Please send us your application form and a cover letter (if you wish, but no more than two sides of A4 please) outlining your suitability for the role, your 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 YOUR APPLICATION**

We prefer applications to be sent by email. Please send your completed forms to [jobs@sohotheatre.com](mailto:jobs@sohotheatre.com) with **STCOD25** 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](mailto:jobs@sohotheatre.com) to discuss alternatives.

If you wish to have an informal conversation with one of the Co-Executive Directors about the role, please contact [annie@sohotheatre.com](mailto:annie@sohotheatre.com) to arrange.

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

**The deadline for submitting your application is 10am, Tuesday 26 August 2025.**

**August 2025**