

## JOB VACANCY

Bar & Café Supervisor: Soho Theatre Walthamstow

October 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:	Bar and Café Supervisor, Soho Theatre Walthamstow
Reports to:	Deputy Bar Managers
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 at the recently opened Soho Theatre Walthamstow. You will be integral in supporting a successful bar and cafe operation in this beautiful Grade II\* listed building.

Our foyer café is open between 9am and 6pm Monday to Saturday, with up to three bars operating for our shows and events, and outside of shows until 2am on a Friday and Saturday. The working pattern will vary depending on the operational needs of the building and programme, with 35 hours being allocated across 5 days between Monday and Sunday. Regular weekend availability is a crucial aspect of the role.

The role will be focused around supporting the Bar Management team in overseeing the operation of our bars and cafe. This includes fulfilling operational needs to support the successful running of shifts, promoting financial targets and complying with licensing conditions. You will be responsible for ensuring smooth service, managing stock, leading a team of bar staff and maintaining high standards of customer service.

We're looking for someone who is a great communicator, who is confident in multi-tasking and prioritising, wants to manage a team and enjoys working in a busy environment.

## **Job Outline**

### **Supervising / Management**

- Support in running our three bars and foyer café, ensuring an efficient and high-quality service.
- In the absence of Bar Management, welcome the staff team to their shift, assign roles, and/or check-in with the team at the end of their shift and sign them out.
- Be available to help the team with any issues that need to be escalated.
- Communicate effectively with SIA security, getting support if back up is required, or with the management team on site in lieu of security being present.
- Maintain a visible profile during service, being proactive, polite and helpful.
- Deputise for Bar Management as necessary, supporting them and overseeing the bar team on shift.

### **Customer Service**

- Ensure the customer experience is always positive and an exceptional standard.
- Always be a welcoming, knowledgeable and confident presence, both in person and over the phone.
- Provide friendly, attentive and prompt service.
- Take and process orders, serve, take payment and clear tables.
- Serve customers following a clear order of priority - acknowledge customers to be prioritised and attend to them quickly.
- Respond to any drinks/menu queries with knowledgeable answers.
- React promptly and deal with any issues, complaints, breakages, spillages in the correct manner and record these in compliance with health and safety procedures.

**Operations**

- Ensure all cleaning duties, opening and closing procedures, and regular venue checks, have been completed and recorded via our monitoring system Trail.
- Be conversant with the tills, PointOne software and card payment devices.
- Be confident with Spektrix software to facilitate the sale of tickets during café operating hours.
- Ensure the venue is always at its most presentable with furniture laid in accordance with procedure.
- Check stock levels, and ensure all lines are well stocked during shifts. Should there be any stock shortages report them to Bar Management as soon as possible.
- Confidently use the radio as a means of communication with the wider team.
- Maintain an awareness of daily building activity and the associated arrivals, departures and deliveries.

**Health & Safety**

- Ensure all areas are clean, well-stocked and compliant with Health & Safety regulations.
- Ensure Food Hygiene and Safety is maintained to meet all regulations and service standards.
- Ensure all food prep taking place adheres to food Health & Safety regulations and standards.

**Financial**

- Monitor sales, identifying opportunities to increase revenue.
- Promote and help to establish a regular customer base.

**General**

- Maintain high standards of personal appearance.
- Be on time, prepared for your shift, and adhere to agreed break times.
- Maintain a consistently positive attitude.
- Support the aims and objectives of Soho Theatre Walthamstow, both internally and externally.
- Attend meetings and other internal meetings as required.
- Uphold Company policies at all times, promoting equality diversity and inclusion.
- Always be fully aware of the theatre's activities and programme of events.
- Undertake any other duties as may be appropriate to the nature of the post, as agreed with the Bar Managers.
- Attend staff training as required.
- Champion and promote the values and behaviours of Soho Theatre Walthamstow and act as an ambassador for the Company.

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 professional, efficient and friendly approach to work
- Excellent communicator with the ability to engage with a wide range of personalities
- A flexible approach - able to work evenings, weekends, late nights and public holidays
- Motivated and committed when at work; happy to take initiative to solve problems
- Comfortable learning new systems and teaching others to use them, often being the first port of call for problems that arise
- Approach all tasks with enthusiasm and seize opportunities to learn new skills or knowledge to improve performance
- Comfortable working in a fast-paced creative environment

**Skills**

- Confident in dealing with the public in a friendly, professional manner
- Strong interpersonal skills, with the ability to be diplomatic and tactful
- Ability to work calmly in a fast paced, energetic and demanding environment
- Great attention to detail
- Ability to work well as part of a team and on your own
- Ability to maintain a high customer service focus by approaching your job with the customers always in mind
- Have a positive impact, taking personal responsibility and initiative to resolve issues, always clearly communicating with both customers and colleagues
- Ability to be flexible, responding quickly and positively to changing requirements
- Ability to maintain a high team focus by showing co-operation and support to colleagues in the pursuit of business goals

**Experience**

- Experience of bar or café work at a supervisor level
- Experience of multi-tasking
- Experience of working in a busy, high-pressure environment
- Experience of using Spektrix
- Experience of using the PointOne EPoS system
- First Aid Certification
- Fire Warden Certification

## **Terms and Conditions**

### **Terms of Employment**

This is a permanent full-time role, with a three-month probation period.

### **Salary**

£28,840 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, including evenings and weekends, exclusive of an hour's break. All shifts are allocated in-line with mandated rest periods; you'll never be asked to come in for a 9am opening shift if you've closed at 2am the night before!

### **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: 10am, Monday 13 October 2025

Interviews: Thursday and Friday 16 and 17 October 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](mailto:jobs@sohotheatre.com) with **STWBCS25** 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.

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

The deadline for submitting your application is 10am, Monday 13 October 2025