



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 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 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 1,000-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:	Duty Manager (x2 p/t roles) – Soho Theatre Walthamstow
Reports to:	Operations Manager (Soho Theatre Walthamstow)
Working closely with:	Technical team, audience team, bar team, building and operations team, programming teams
Location:	Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH
Contract:	Fixed term, 12 months

Hours:

24hours per week (x2).

Both new Duty Management roles will be primarily expected to cover Walthamstow's evening programme, across evenings and weekends.

If there are not 5 evening shows on a given week both DMs will be required to support the Operations Manager with daytime administrative duties.

Purpose of the job:

- To act as the operational lead during performance mode within the building, working closely with the audience, bar and technical teams and security to ensure the smooth running of our programme with an excellent artist and customer experience.
- Overseeing Health and Safety during events and performances, for the building, ensuring all elements of the Venue Management Plan are enacted including licensing and fire regulations, as well as acting as a decision making in the event of incidents and emergencies. Building a positive, dynamic, innovative and customer focused culture on shift, ensuring an exceptional and inclusive welcome to all.
- Ensuring the building is set and the teams are ready to receive audiences.
- Ensuring all of Soho Theatre's artistic programme are fully supported, delivering and exceeding expectations. (performances, hires, digital and other activity).

Duties

Operations

- To oversee the running of a successful and enjoyable evening for all audiences, artists and teams within Soho Theatre Walthamstow
- Be the escalation point for teams, audiences, visitors, patrons and VIPs during performance times. Ensure they are treated with the highest standards of care and attention, in line with the Customer Service Policy.
- Take full control of the public areas from pre-opening checks to closing. Presenting a smooth customer-focused experience for the public, whilst ensuring all licensing laws are adhered to.
- Ensure a sound working knowledge of performance content and show information (running times, age restrictions, latecomers' points etc), and of audience requirements for performances, including provisions for access requirements and be able to effectively communicate these to teams.
- Build the daily show report and run sheet for each shift.
- Be responsible for managing customer feedback during performance times, resolving any problems with sensitivity and authority as they arise, and if not possible, ensuring that relevant

feedback is conveyed to the Operations Manager for further recording and/or investigation

- Ensure that the building is secure and that systems are in place to protect the building and its users.
- From time to time you may also be required for daytime training, this will be arranged with the Operations Manager in advance.
- To always act in the best interests of Soho Theatre, and in line with all company policies

Health and Safety

- Oversee the successful implementation of the Venue Management Plan, acting as the point of contact for all Waltham Forest Council representatives with an operational interest in Soho Theatre – Licensing, Environmental Health, Health & Safety.
- Ensure all incidents are reported, fully investigated and actioned in swift time to prevent further occurrences.
- Work closely with the technical team in maintaining the smooth running of the building, acting as fire marshal in an emergency.
- Act as appointed first aider, fire marshal and key holder for the building.
- Be responsible for managing audience evacuations.
- Take full responsibility for the health, safety and wellbeing of the customers and team members.

Artists and Visiting Companies

- Be a point-of-contact for artists and companies performing and using the venue, ensuring they are treated with the highest standards of customer service.
- Liaise with visiting companies, artists, and producers and to be Soho Theatre's representative in the absence of any member of the wider management team.
- Be knowledgeable of the artistic programme and brand values of Soho Theatre.

STW Team

- The post-holder will be overall in charge when everyone is in performance mode, and will lead by example, championing and promoting the values and behaviours of Soho Theatre, promoting diversity and inclusion and acting as an ambassador for the organisation.
- Ensure that effective communication is maintained and cascaded between all teams on shift.
- Lead a positive, professional and strong team when on duty, with a focus on customer satisfaction and quality service.
- Maintain a consistent positive attitude when dealing with other staff members.
- Set a good example with regard to punctuality, attendance, attitude and hygiene.

General

- Represent Soho Theatre with external stakeholders and the wider arts community, building constructive relationships to further the work and profile of Soho Theatre.
- Uphold the Company's equal opportunities, access and diversity policies.
- Be fully aware of the theatre's activities and programme of events at all times.
- Undertake any other duties as may be appropriate to the nature of the post, as agreed with the Operations Manager.

Person Specification

Experience

- First Aider
- Fire Marshall/Warden
- Experience of complying with Health & Safety legislation
- Demonstrable experience in leadership role in a public-facing venue as theatre, arts organisation, cinema, festival or similar
- An understanding of audiences and proven track record of delivering excellent experiences
- Staff leadership experience, such as managing a team of casual workers
- Experience as a personal licence holder

Qualities

- Thrives in an energetic and dynamic environment
- A creative, confident, ambitious communicator who is proactive and positive
- Flexible attitude and approach to work and working hours. As an evening entertainment venue the role revolves around evening and weekend work
- Willingness and ability to work unsupervised and with initiative
- Highly organised and self-motivated
- An interest in - and enthusiasm for – new writing and ambitious approaches to theatre, comedy and cabaret
- Friendly and approachable, with an interest in meeting new people
- Tact, diplomacy and discretion
- A working knowledge of the arts sector
- The ability to engage with a wide range of personalities and backgrounds and an ability to develop and maintain good relationships with promoters, producers, artists and media
- Passionate about people, communities, diversity and inclusion
- Confident and mature approach to problem solving and people management

Skills

- Strong leadership and good people management
- Highly organised
- A kind and confident communicator in person, over the phone and over email
- Ability to prioritise and juggle multiple deadlines in a friendly, fast-paced environment.

Terms And Conditions

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.

Terms of Employment

This is a fixed term 12 month role, working from Soho Theatre Walthamstow, 186 Hoe Street, E17 4QH or as directed

Salary

£37,000 pro rata for part time hours

Holiday entitlement

Pro rata - 12 days per annum

Hours

The part-time roles covers 24 hours per week each

Both roles will cover hours over a 7-day period, Monday to Sunday depending on what live events, rehearsals and shows are scheduled.

If in the unlikely event, that any agreed overtime is accrued, the Operations Manager will ensure you take this time back, within two weeks of accrual.

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.

Staff Benefits

- Complimentary tickets for Soho Theatre shows
- Employee Assistance Programme including:
- GP Services
- Health Check
- Seasonal Flu Jabs
- Stress Support
- Group Life Cover
- Staff discount at Soho Theatre Bar and other local businesses
- Season ticket and Cycle to Work loans
- Seasonal flu jabs
- Training and development opportunities

To apply

Please send your CV and cover letter telling us how your experience and skills will fit this role, to jobs@sohotheatre.com no later than 18th January 2026

Please let us know if you require any additional support with your application.