



JOB VACANCY

Audience Team Member: Soho Theatre

July 2026

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.



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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:	Audience Experience Team Member (Soho)
Reports to:	Audience Experience Manager, Deputy Audience Experience Manager, Audience Experience Supervisor, Venue Managers as appropriate
Working with:	Audience, Technical and Bar Teams
Location:	Soho Theatre, 21 Dean Street, W1D 3NE
Start Date:	July 2026

Overview

Our Audience Team are essential in creating a great night out for audiences visiting Soho Theatre. They are the first point of contact for our audience and help welcome them in to the venue, answering questions and reporting on feedback, dealing with ticket enquiries, navigating the audience journey around our building, selling tickets, merchandise and memberships, and upholding excellent health and safety standards. The Audience Team are also keen to ensuring all our artists have a positive experience with Soho Theatre.

We're looking for friendly and approachable people, with great communication skills, who enjoy working with the general public. You'll be great at getting people to where they need to go and safely exiting them too. If you're able to multi-task, think on your feet and do it all with a cheerful smile, you're just the kind of person we're looking for.

Job Outline

Venue & the Public

- Be the primary point-of-contact for audiences ensuring they are treated with the highest standards of customer service.
- Support the Audience Management Team in the management of audiences, queues, ticket checking, ticket enquiries and supervision during performances and hires.
- Ensure public areas are kept tidy, clean and presentable and reporting anything unsafe to your Audience Experience Manager.
- Address any customer queries and complaints with a proactive approach and escalate where appropriate.
- Respond to any patron access needs and support in facilitating captioned, BSL interpreted and audio-described performances for access patrons or performers using our venue.
 - Be familiar with Soho Theatre's emergency and evacuation procedures and assist with all evacuations of the building.
- Ensure that Soho Theatre is a welcoming, positive inclusive place to visit.
- Promote the sale of tickets, pre-order drinks and memberships.

Programme

- Be knowledgeable of the artistic programme and brand values of Soho Theatre.
- Support and welcome artists and companies as applicable.
- Promote collaborative working relationships across all internal colleagues, artists, producers and visiting companies.

Health & Safety

- Read and actively implement Soho Theatre's policies, including the Health & Safety and Safeguarding Policies in all areas. Ensure all work is carried out in a safe and secure manner and inform Audience Team management



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in the case of any uncertainty.

- Read all venue and show risk assessments and ensure control measures are adhered to at all times.
- Support in building evacuation, ensuring everyone leaves safely, in the event of an emergency situation.

General

- Support the aims and objectives of Soho Theatre, both internally and externally.
- Represent Soho Theatre with external stakeholders and the wider arts community, building constructive relationships to further the work and profile of Soho Theatre.
- Attend staff training as required.
- Champion and promote the values and behaviours of Soho Theatre, encouraging diversity and inclusion and acting as an ambassador for the organisation.
- Uphold the Company's equal opportunities, access and diversity policies.
- Remain fully aware of Soho Theatre's activities and programme of events at all times.
- Any other duties that may be reasonably required.

**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.**



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Person Specification

Qualities

- Approachable and an excellent communicator
- Able to think on your feet, be proactive and forward thinking
- Ability to maintain a calm attitude under pressure
- Flexible and resilient to changing priorities and operational needs
- Logistical and pragmatic thinking
- A love of theatre, comedy and the theatre-making process
- A working knowledge of the arts sector

Skills

- Strong interpersonal skills
- Effectively working within a team
- Ability to multi-task and prioritise during busy times
- Effective time management skills
- Analytical and problem-solving skills

Desirable Experience

- Experience of working with the public
- Experience within an arts or festival environment
- An interest in/knowledge of Soho Theatre
- Fire Warden, and First Aid training



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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

The postholder will work to a zero hour agreement and will be entitled to statutory holiday allowances and other qualifying statutory rights.

Remuneration £14.80 per hour. Overtime payable after 11.15pm and on Sundays.

Holiday entitlement Holiday accrues at 12.07% of the hours you work, and the entitlement will be paid for 7 minutes for each hour worked.

Hours

Soho Theatre hours are 9am to 1am. Hours of work will be subject to agreement between yourself and your Line Manager. A minimum shift length is 3.5 hours. Shift start and finish times may vary depending on the needs of the work and the Company's business but will pre dominantly be Monday to Saturday each week and hours to be worked flexibly will be in accordance with the published monthly rota. For this role you will be expected to be available to work between Christmas and New Year period.

Staff Benefits

- Complimentary tickets for Soho Theatre shows (subject to availability)
- Staff discount at Soho Theatre Bar and other local businesses