



Vacancy: Welcome Coordinator
June 2026

ABOUT US

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 inflight 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.



Vacancy: Welcome Coordinator
June 2026

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).



Vacancy: Welcome Coordinator
June 2026

JOB DESCRIPTION

Job Title: Welcome Coordinator
Reports to: Operations Manager
Working closely with: Operations team, Audience Experience team, Food & Beverage team, Technical team, visiting companies, contractors and Soho Theatre staff.
Location: Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH
Hours: 40 hours, Mon-Fri 09:00/09:30 – 17:00/17:30

OVERVIEW

Based at the welcome desk at the front of the building, the Welcome Coordinator is the first point of contact for everyone arriving at Soho Theatre Walthamstow. This role plays a key part in creating a welcoming, organised and professional environment for artists, audiences, staff, contractors and visitors. The Welcome Coordinator will manage day-to-day reception activities, visitor systems, room bookings, post and deliveries, while providing administrative support to the Operations team.

You will be a warm, proactive and highly organised individual who enjoys meeting people, solving problems and helping things run smoothly behind the scenes. You will thrive in a busy environment and be comfortable managing multiple priorities while maintaining excellent customer service.

KEY RESPONSIBILITIES

Reception & Visitor Experience

- Act as the first point of contact for all visitors, artists, contractors and staff entering the building.
- Provide a warm, professional and inclusive welcome to everyone visiting Soho Theatre Walthamstow.
- Manage visitor sign-in procedures and issue visitor passes where required.
- Direct visitors to the appropriate areas of the building and assist with general enquiries.
- Maintain an organised, professional and welcoming reception area at all times.
- Support visiting artists, companies and guests with practical information during their time in the building.
- When required, acting as the primary point of contact at the Stage Door entrance during designated hours.

Administration

- Manage incoming and outgoing posts, deliveries, and courier collections.
- Maintaining the enquires and events inboxes, and filtering emails.
- Maintain accurate records relating to visitor access, keys, passes, and lost property.



Vacancy: Welcome Coordinator
June 2026

- Support the management of room bookings and maintain booking systems, including Artifax or other scheduling platforms.
- Using Spektrix ticketing system, answer any show queries or sell tickets should people want an in-person sale.
- Assist with ordering and maintaining office supplies and reception resources.
- Provide administrative support to the Operations team as required.
- Maintain accurate records and filing systems.

Building Support

- Act as a central communication point between building users and operational teams.
- Report building issues, maintenance concerns, or operational incidents to the appropriate team member.
- Support the coordination of contractors and deliveries, ensuring visitors are signed in and directed appropriately.
- Assist with key and access card administration.
- Help ensure reception and public-facing areas remain tidy, safe, and welcoming.

Team Working

- Work collaboratively with colleagues across Operations, Audience Experience, Technical and Food & Beverage teams.
- Support a positive and inclusive working culture across the building.
- Contribute ideas to improve visitor experience, reception systems and administrative processes.
- Undertake other reasonable duties consistent with the level and nature of the role.

Health & Safety

- Follow all Soho Theatre health and safety policies and procedures.
- Report accidents, incidents, hazards or concerns promptly to the appropriate manager.
- Assist with evacuation procedures as directed during emergencies.
- Ensure reception records and visitor information are maintained accurately for safety and security purposes, reporting to the Health and Safety committee on a quarterly basis.
Monitor the Fire Alarm panel, adjust modes as necessary with the support of the Duty Manager.

PERSON SPECIFICATION

Essential Experience

- Previous experience in a receptionist, front-of-house, hospitality, visitor services, or customer-facing role.



Vacancy: Welcome Coordinator
June 2026

- Experience providing excellent customer service in a busy environment.
- Experience carrying out administrative tasks and maintaining accurate records.
- Confident using Microsoft Office and digital systems.
- Awareness of health and safety good practice in public venues.

Skills & Knowledge

- Excellent communication and interpersonal skills.
- Strong organisational skills and attention to detail.
- Ability to manage multiple priorities while remaining calm and professional.
- Ability to work independently and as part of a team.

Personal Qualities

- Warm, welcoming, and approachable.
- Proactive and solution focused.
- Reliable and highly organised.
- Positive and adaptable.
- Committed to providing excellent experience for visitors, artists and colleagues.

Desirable

- Experience working within a theatre, arts venue, events or hospitality environment.
- Experience using Artifax or other room-booking software.
- Experience using Spektrix or other ticketing systems.



Vacancy: Welcome Coordinator
June 2026

TERMS AND CONDITIONS

Terms of Employment:	This is a permanent full-time role, with a three-month probation period, working from Soho Theatre Walthamstow.
Salary:	£27,220 per year
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 40hs, including an unpaid lunch break. Standard hours, Mon-Fri 09:00/09:30 to 17:00/17:30

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 an 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, Soho Theatre Pub 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.

TO APPLY

Please complete the application form linked [here](#), by 12th July 2026

When completing your application form, please read the job description carefully

We reserve the right to close this vacancy early if we receive a sufficient number of applications



Vacancy: Welcome Coordinator
June 2026

If you would like to submit your application in another format, or you have any questions about this role, please contact jobs@sohotheatre.com with **STWR26** in the subject line.