



Soho Theatre is London's most vibrant venue for new theatre, comedy and cabaret. We occupy a unique and vital place in the British cultural landscape. Our mission is to produce new work, discover and nurture new writers and artists, and target and develop new audiences. We are an inclusive organisation who strives to be representative of the diverse city in which we work, both on and off stage.

Bang in the creative heart of London, our home is one of the country's busiest venues with a year-round festival programme of theatre, comedy and cabaret, and a buzzing bar. By day we're a hive of writing, workshops, showcases, meetings and events and by night we're stage to an average of six shows and a throng of audiences and artists seeing the work and having a great time. We also have ambitious growth plans outside of our Dean Street venue, with a digital programme, UK and international touring and plans for a new venue.

We have three performance spaces. Soho Theatre Upstairs is home to intimate, surprising and adventurous work; Soho Theatre Downstairs is our New York meets Berlin comedy and cabaret space; and, Soho Theatre is our stage for powerful new theatre, opera, musical, dance and comedy. Soho Theatre Bar is open from 10am, Monday to Saturday.

'the place was buzzing, and there were queues all over the building as audiences waited to go into one or other of the venue's spaces.... exuberant and clearly anticipating a good time.' Guardian

VENUE MANAGER

Soho Theatre's Front-of-House department works alongside the Box Office and Bar to provide excellent, assured standards of service to all customers and visitors day & night, for hires, events and up to nine performances each evening, by providing them with an exceptionally friendly and informed welcome and supporting audiences in their enjoyment of visiting Soho Theatre and Bar.



JOB DESCRIPTION

Job Title:	VENUE MANAGER (Full Time)
Responsible to:	Operations Manager; Deputy Front-of-House Manager, Duty Customer Manager
Working with:	Duty Technician; Other Venue Managers; In-house Technician, Bar personnel; Box Office personnel
Responsible for:	Venue Ushers & Float Ushers
Purpose of job:	<p>To ensure the safety, security and comfort of the public & artists performing in your venue.</p> <p>To be responsible for the smooth operation of your venue, and Soho Theatre and Bar as a whole, delivering exemplary customer service.</p> <p>To take on Duty Customer Manager and Duty Manager shifts as required.</p> <p>Support the Front-of-House department administratively, including the creation and management of rotas.</p>

DUTIES

VENUE MANAGEMENT

- To be the primary point-of-contact for artists, companies and audiences performing in, and using, your venue. During performance periods, to ensure artists and audiences are treated with the highest standards of care and attention, being Soho Theatre Company's representative in the absence of any member of the Senior Management Team.
- To be responsible for the exemplary presentation and safety of your venue, including conducting venue checks to ensure that the venue and immediate areas are clean and safe prior to the start of shift, between performances and post-shows. Maintain checks throughout to ensure that this status is upheld in accordance with the Health & Safety Policy.
- To be responsible for supervision and briefing of relevant FOH staff. To lead positively and maturely by example, and to ensure that the highest standards of customer care and professionalism are upheld at all times, in accordance with the Customer Service Policy.
- To liaise with the Box Office staff, Bar Duty Managers and Venue Technicians when applicable, to ensure the smooth running of venues & performances, including the



venue management of customer issues or complaints, up-scaling complaints to the Deputy Front-of-House Manager and Operations Manager when appropriate.

- To be responsible for running up to four shows per day in your venue to time (within the parameters of your control), liaising at all times with the technical staff and Duty Customer Manager to ensure the smooth running of the performance, and ensuring that all terms of the venue's entertainment licence are upheld.
- To proactively promote full access to Soho Theatre and your venue to patrons with disabilities, including facilitating captioned, BSL interpreted and audio-described performances, and managing PEP and general evacuation procedures for access patrons using your venue.
- To actively promote and administrate the sale of all merchandise for your venue, to monitor stock and float levels and report to back on these to the Operations Manager. To complete any inputting of sales into the system (currently Spektrix) and manage cash floats for sales, ensuring sales and stock are reconciled each evening.
- To be a qualified first aider for the building (training will be given if necessary) and thereby be actively available to provide first aid and management of any illness or accident incidents at Soho Theatre, including being a trained user of Soho's AED, and the completion of Accident Report forms.
- To be responsible for managing an emergency Show Stop in your venue if deemed appropriate, and coordinating the evacuation of your venue, liaising with the fire brigade and / or police in the event of an emergency.
- To contribute towards a detailed FOH Show Report at the end of each shift and keep the Duty Technician, Duty Customer Manager and Operations Manager fully informed of any incidents which may have occurred during the evening.
- To liaise closely with other Venue Managers to ensure smooth handovers, clear communication via Show Notes & Show Report administration and continuity of provision for the venue.
- To undertake Duty Customer Manager shifts as required, acting as floor manager for the Front-of-House department, managing the initial greeting of all building patrons during performance times, planning front-of-house logistics & administration, providing guidance and regulating the flow of audience traffic loading in & out of shows.
- To undertake Duty Manager shifts as required; acting as Fire Marshal for the building during non-performance times, welcoming and managing hires and non-performance events inside the building from an operational perspective, and ensuring events in the building run smoothly, safely and to time.



OPERATIONS ADMINISTRATION

- To support the administration of the Operations/Front-of-House department on a day-to-day basis, including the creation and ongoing management of the Front-of-House rota, and the management of Venue Manager and Usher availability data.
- Attendance and contribution to the weekly cross-departmental diary meeting; checking all near-future events are sufficiently staffed with Front-of-House personnel, in line with licensing and policy staffing levels.
- Supporting the Operations Manager with the day-to-day administration of health and safety across the company, including weekly equipment checks and the replenishments of H&S supplies.
- General housekeeping of the premises; undertaking walk-rounds of the building to ensure it is safe and well-presented, trouble-shooting where necessary.

GENERAL DUTIES

- To support the aims and objectives of Soho Theatre Company both internally and externally.
- To become knowledgeable of the artistic programme and brand values of Soho Theatre.
- To attend training relevant to the position, as required, including departmental training which takes place on occasional Sundays.
- Deputising for the Operations Manager and/or Deputy Front-of-House Manager when necessary.
- Any other duties that may be reasonably requested by the Operations Manager or Deputy Front-of-House Manager.

This is a guide to the nature of the work required of the Venue Manager. 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

Experience (Essential)

- A minimum of one year's experience in a Venue Front-of-House position, at a supervisory level.
- Experience in a venue or Front-of-House position in a busy festival environment.
- Experience of dealing directly with the general public within an arts environment.



- Experience of practical health and safety and licensing regulations.
- Experience of creating and managing Excel spreadsheets, and other Microsoft Office applications.

Experience (Desirable)

- An interest in/knowledge of the work of Soho Theatre.
- A working knowledge of basic technical theatre terminology.
- Experience of using a theatre ticketing system to obtain basic show information.

Essential Skills

- Excellent, proactive customer care.
- Excellent team-working ability.
- Strong interpersonal skills.
- Strong logistical skills.
- Fire Marshal training (desirable).
- First Aid at Work training (essential: we will provide training if necessary).
- Confident Microsoft Office usage.
- Excellent, accurate numeracy and written literacy.

Essential Qualities

- A mature, professional attitude towards work.
- A desire to maintain the highest standards of delivery as part of the Front-of-House team.
- A friendly, approachable and confident manner when communicating with both public and colleagues.
- A positive, motivating approach to work.
- An ability to think on your feet and to think ahead.
- An ability to maintain a calm, friendly exterior under the pressure of multiple evening performances and full houses.
- Excellent time-keeping skills.
- Reliability.
- Flexibility.

TERMS AND CONDITIONS

Equal Opportunities

Soho Theatre Company aims to be an equal opportunities employer. All staff members are required to adhere to Soho Theatre's Equal Opportunities Statement of Policy, a copy of which will be given to the successful candidate.

Terms of Employment

This is a permanent, full time post, subject to a six-month probationary period.



Salary

£21,000 – £22,000 per annum depending on experience

Holiday entitlement

20 days plus Bank Holidays per annum, rising to 25 days plus Bank Holidays after one year of continuous service.

Hours

Normal working week is 35 hours over 5 days which may be within the hours of 8am to 1.30am, on any day of the week; **evening work will form a majority of these weekly hours, including working up until 1.30am, and Friday and Saturday evenings.** There are no overtime payments but TOIL is negotiable, on occasion, with your line manager.

Pension

Soho Theatre operates an auto-enrolment pension scheme. After successfully completing the probation period, Soho Theatre will pay a matching contribution of up to 3% of your salary into the pension scheme.

Staff benefits include

- Complimentary tickets for Soho productions, subject to availability
- Membership of Soho Theatre Bar, which permits you and up to three friends bar access after 11pm; discounted drinks & food at Soho Theatre Bar
- Staff discounts at local restaurants
- Training and development opportunities

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