

Criterion Theatre Trust



Currently seeking:

Performance Fire Officer

Join the Front of House Team at the Criterion Theatre Trust.

We're currently looking for a **Performance Fire Officer** to join our team. This is a fantastic opportunity to play a key role in maintaining fire safety standards within a busy West End theatre and to provide vital support to our **Theatre Management Team**.

WELCOME TO THE CRITERION THEATRE TRUST



Thank you for your interest in joining The Criterion Theatre as Performance Fire Officer.

Since 1874, the Criterion has stood at the heart of London's West End—an intimate, historic venue that has delighted audiences for generations. From our remarkable productions to our beautifully preserved auditorium, the experience we offer begins the moment a guest walks through our doors—and ensuring their safety is at the core of everything we do. As Managing Director of The Criterion Trust, I'm immensely proud of the safe, welcoming, and professional environment we have built—both for our audiences and our staff. The Fire Officer plays a crucial role in maintaining this environment, ensuring the highest standards of fire safety and emergency preparedness across the building.

This role is central to the smooth and secure running of the theatre. You'll work closely with our Theatre Management and Technical teams to uphold safety protocols, carry out inspections, coordinate emergency procedures, and help safeguard everyone who works in or visits the venue.

We're looking for an individual who is calm under pressure, attentive to detail, and passionate about maintaining safety in a live performance setting. If you take pride in professionalism, teamwork, and a proactive approach to fire safety, we'd be delighted to welcome you to The Criterion Theatre Trust.

Welcome to The Criterion Theatre Trust.

Kind regards,

Fiona Callaghan

Managing Director

ABOUT THE CRITERION

Nestled in the heart of London's West End, The Criterion Theatre has been a beacon of theatrical excellence since 1874. As custodians of this iconic space, The Criterion Trust is committed to preserving its rich legacy while ensuring it continues to inspire generations to come.

An Iconic West End Stage

- Located in the heart of Piccadilly Circus
- A Grade II* listed building with a unique underground auditorium with 590 seats and two bars
- A platform for bold new voices and acclaimed international work
- Home to long-running successes, from comedies to classics
- Committed to broadening engagement with the arts—through community outreach, education initiatives, and opportunities for emerging talent to develop and perform on the Criterion stage

Whether launching a debut play or hosting renowned productions, The Criterion remains one of London's most beloved venues.

OUR VISION

To be a celebrated centre of theatrical excellence, bringing unforgettable live performances to diverse audiences and nurturing a vibrant, inclusive community of theatre professionals.

OUR MISSION

To preserve and celebrate the rich heritage of the Criterion Theatre, while fostering artistic innovation and providing exceptional opportunities for talent development, audience engagement, and community connection.

OUR VALUES

Heritage | Excellence | Inclusivity | Creativity | Collaboration



WE ARE THE CRITERION THEATRE TRUST



THE TRUST

Founded in 1992, The Criterion Theatre Trust is a charitable organisation established to preserve the integrity and purpose of the historic Criterion Theatre. The Trust oversees the care, programming ethos, and long-term vision of this treasured West End venue.

Governed by a dedicated Board of Trustees, the Trust is responsible for the theatre's preservation, creative direction, and continued cultural relevance. Beyond maintaining the fabric of the building, the Trust is committed to enriching the wider arts landscape—championing community outreach, education initiatives, and providing opportunities for emerging talent to grow and perform on the Criterion stage.

All profits from theatre operations are reinvested into maintaining the building, improving sustainability, and supporting the Trust's wider engagement work, ensuring the Criterion remains a vibrant, accessible space for generations to come.

OUR ORGANISATION AND CULTURE

The Criterion Theatre Trust is a close-knit organisation with a dedicated team of around **40 employees** across all departments. We operate with a flat hierarchy that fosters open communication and collaboration at every level—from the Managing Director, through Departmental Heads and Deputy Heads, to Managers, Assistants, Trainees and our Front of House team.

This structure creates a supportive environment where ideas and feedback are encouraged, helping us maintain a positive and inclusive workplace culture that allows individuals to learn and grow. We support personal interests and offer opportunities for funded training to help our team develop their skills.

The Criterion is a vibrant and welcoming venue, regularly hosting new show runs and welcoming a diverse range of artists and visitors. We are committed to ensuring that everyone who comes through our doors feels included, valued, and part of our creative community. Sustainability is also a key priority for us, and we continually strive to reduce our environmental impact through responsible practices across all areas of our work.

We are also committed to fair and professional employment practices, adhering to the **SOLT/BECTU Agreement**, ensuring clear and equitable working standards for all. Our passionate team is united by a genuine appreciation for theatre and a shared desire to create memorable experiences for both artists and audiences.

Terms and Conditions

POST

Performance Fire Officer

REPORTING INTO

Theatre Manager

CONTRACT TYPE

Run of Show Contract

START DATE

As soon as possible

HOURS

35 hours per week over 5 days/7 performances.

LOCATION

Criterion Theatre, Piccadilly Circus, London

SALARY

£14.21 per hour (Sunday is paid with single time on top).

OTHER BENEFITS

- 20 days paid annual leave (pro rata) plus bank holidays
- Off-site and cross-department training opportunities
- Employee Assistance Programme – confidential wellbeing and mental health support
- Auto-enrolment pension contributions & salary sacrifice scheme
- Travel season ticket loans
- 2 x complimentary tickets per production run

Application Process



APPLICATION

We're excited to welcome a new Fire Officer to our team!

To apply, please send:

- Your CV
- A short personal statement (about 300 words) telling us a little about yourself, why you're interested, what you can bring to the role, and what you hope to gain.

Email your application to: recruitment@criterion-theatre.co.uk with the subject line: Fire Officer – Your Name

CLOSING DATE

Friday, the 21st November 2025.

INTERVIEWS

There will be a two-stage interview process, with first-round interviews taking place in the first weeks of December 2025.

START DATE

As soon as possible

If you have any questions or need this information in another format, please contact Aileen Zainiuddin via email aileen@criterion-theatre.co.uk or phone 020 7839 8811— we're happy to help.

We are proud to be an equal opportunities employer and committed to creating a welcoming, inclusive environment where everyone is treated with respect and fairness. We warmly encourage applications from people of all backgrounds and experiences.

JOB DESCRIPTION



ABOUT THE ROLE

The Criterion Theatre is currently recruiting for the role of Performance Fire Officer to join us from December 2025.

Primary duties include patrolling and checking the venue is a safe environment to allow customers to visit. You will also be required to take part in regular fire drills with the FOH and Management team. The duties within the role could involve speaking to the public in the event of an emergency from stage, you must be comfortable with this aspect of the role.

Additionally, you must have exceptional customer service skills with the ability to ensure our patrons have a memorable experience whilst visiting the Criterion Theatre. The candidate will be able to demonstrate experience of maintaining and building relationships with all staff and on occasions producers, contractors and suppliers.

We are a team that works collaboratively, and want someone who will be able to work alongside us ensuring a smooth running of the Theatre. Experience and knowledge of emergency fire evacuation procedures is essential to this role, with confident use of the venue fire panel.

The contract is a run of performance contract, working 35 hours over 5 days (7 Performances) during the performance schedule only. The role will require afternoon and evening shifts which includes weekend shifts. You may be offered additional casual shifts should they become available.

Schedule:

Wednesday – 7.30pm

Thursday - 7.30pm

Friday – 7.30pm

Saturday – 3pm & 7.30pm

Sunday – 3pm & 7pm

IN DOING SO, YOU WILL:

- Inspect the premises
- To ensure all exits are unlocked and free from obstructions.
- Securing of the building.
- Ensuring fire equipment is present and H&S compliant.
- To fully understand the premises fire panel.
- To ensure all fire panel isolations are enabled and logged during performances.
- To ensure the fire panel is reset post-performance.
- To understand the venue fire evacuation plan and be able to assist when required. This may involve making a public announcement from the stage.
- To participate in regular fire drills with the venue staff as directed by theatre management.
- To participate in planned live evacuation drills with venue staff as directed by theatre management.
- To provide feedback to theatre management following any drills regarding ways to continually improve evacuation planning.
- To provide excellent customer service, answering queries that may arise.
- You may be required to help customers with access needs.
- You may be required to use the evac chair in emergencies.
- To ensure the safety and comfort of our patrons at all times.
- To work as a team to ensure the smooth running of the venue.
- To undertake Fire Marshal training, SIA Door Supervisor training, Counter Terrorism training and any other training required.
- To assist with bag checks if required.
- To assist and support the theatre management with any security-based issues.
- To report any issues to theatre management promptly.
- Cover Stage Door breaks when required.
- Any other reasonable duty as directed by the theatre management

You will have



- Trained **Fire Marshal / Warden** with practical experience in patrolling and maintaining safe venues
- Strong knowledge of **emergency fire evacuation procedures** and confident use of a venue fire panel
- Experience in **building management** including fire safety, isolations, and securing premises
- Ability to make **public announcements** during emergencies and assist patrons safely
- Exceptional **customer service skills**, including assisting patrons with access needs and ensuring a comfortable theatre experience
- Confident interacting with the public, theatre staff, producers, contractors, and suppliers
- Ability to **work collaboratively** with theatre management and FOH teams to ensure smooth running of performances
- Experience in participating and providing feedback on **fire drills and live evacuation exercises**
- Competent in using **evacuation equipment** such as evac chairs
- Willingness to undertake additional **training**: SIA Door Supervisor, Counter Terrorism, and other theatre-required courses
- Flexibility to work **afternoon, evening, and weekend shifts** across a run of shows (35 hours over 5 days, 7 performances per week)
- **Office & administration skills** to report incidents, complete logs, and assist theatre management with security-related issues



PERSON SPECIFICATION



Competency	Essential
Knowledge & Experience	• Trained Fire Marshal / Warden with experience in fire safety and evacuation procedures. • Experience maintaining safe environments for the public and staff in a live venue.
Communication Skills	• Ability to make clear public announcements during emergencies. • Confident and professional interaction with the public, staff, contractors, and suppliers.
Qualifications	• English language proficiency; eligible to work in the UK • Fire Marshal / Warden training
Planning & Organisation	• Ability to plan and participate in fire drills and live evacuation exercises. • Punctual; reliable; good time management
Technical	• Confident use of venue fire panel and evacuation equipment (e.g., evac chair). • Knowledge of health and safety compliance and building safety checks.
Teamwork & Motivation	• Positive attitude; • Willing to work evenings/weekends • Works collaboratively with Theatre Management, FOH teams and other departments.
Values & Attitude	• Calm, professional, and proactive under pressure. • Committed to ensuring the safety and comfort of all patrons.

OTHER INFORMATION



Our Commitment to Equality, Diversity & Inclusion (EDI)

The Criterion Theatre Trust is an equal opportunities employer. We are committed to fostering a culture where equality, diversity and inclusion are not only respected but actively celebrated. We believe that a wide range of lived experiences, voices and perspectives enriches our organisation and the work we do.

We particularly encourage applications from individuals who are underrepresented in the arts and cultural sector, including but not limited to: people from Global Majority backgrounds, people with disabilities, LGBTQIA+ communities, and those from underrepresented socio-economic backgrounds.

Recruitment and Selection

All recruitment and selection processes at the Criterion Theatre Trust are conducted in a fair, transparent, and inclusive manner. Our aim is to select the best candidate for the role based on merit, skills and potential, while ensuring no applicant is treated less favourably due to protected characteristics such as age, disability, gender identity, sexual orientation, race, religion or belief. Applications are anonymised wherever possible during the shortlisting stage, and we make reasonable adjustments to support applicants with access needs through every stage of the recruitment process.

London Living Wage Employer

We are proud to be a London Living Wage employer, committed to ensuring all our employees receive a fair and sustainable wage that reflects the true cost of living in London.



Right to Work in the UK

All applicants must have the legal right to work in the UK. You will be required to provide documentation confirming your eligibility before any offer of employment can be finalised. Unfortunately, we are unable to sponsor visa applications for this role.

Disclosure and Barring Service (DBS)

For certain roles, particularly those involving regular contact with children, young people or vulnerable adults, we are required to carry out a Disclosure and Barring Service (DBS) check. Where this is a requirement of the role, it will be clearly stated in the job description or person specification. Any offer of employment for such roles will be subject to a satisfactory DBS check.

Find Out More

To learn more about the Criterion Theatre, our values, our current productions, and the history of our venue, please visit our website:

<https://www.criterion-theatre.co.uk/>

Thank you for your interest

Becoming part of The Criterion Trust means joining a legacy. It means shaping the stage where stories come alive – stories that uplift, challenge, and connect. If this excites you, we'd love to hear from you.