

Criterion Theatre Trust



Currently seeking:

Technical and Building Manager

Join the Technical Team at the Criterion Theatre Trust

We are seeking an experienced **Technical & Building Manager** to join the team. In this key role, you will oversee the maintenance, restoration, and technical operations of our iconic Grade II listed West End theatre. You'll lead contractors and technical teams, ensure the highest standards of health and safety, and support productions—helping to create a safe, efficient, and inspiring environment for everyone who steps through our doors.

WELCOME TO THE CRITERION THEATRE TRUST



Thank you for your interest in joining The Criterion Theatre as Technical & Building Manager.

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 Technical & Building Manager plays a crucial role in maintaining this environment, overseeing maintenance, restoration, and technical operations, ensuring compliance with health and safety and building regulations, and supporting productions to run safely and efficiently.

This role is central to the smooth operation of the theatre. You will work closely with our departmental teams to coordinate productions, maintenance, inspections, and projects, manage contractors and internal teams, and help safeguard everyone who works in or visits the venue.

We are looking for an individual who is organised, proactive, and attentive to detail, with a hands-on approach to building and technical management. If you take pride in professionalism, teamwork, and maintaining a safe, efficient, and inspiring theatre environment, we would be delighted to welcome you 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

Building and Technical Manager

REPORTING INTO

Managing Director

CONTRACT TYPE

Permanent

START DATE

January 2026 or by mutual agreement

HOURS

40 hours over five days per week

LOCATION

Criterion Theatre, Piccadilly Circus, London

SALARY

£50 – 53K depending on experience.

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 Technical & Building Manager 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: Technical & Building Manager – Your Name

CLOSING DATE

Monday 8th December 2025.

INTERVIEWS

There will be a two-stage interview process, with first-round interviews taking place in the 2nd week of December 2025.

START DATE

January 2026 or by mutual agreement.

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 seeking a Technical and Building Manager to oversee the production, maintenance, restoration, improvements, and inspection regime of our Grade II listed theatre.

Reporting to the Managing Director, the post holder will work closely with the Head of Electrics, Head of Stage, and Theatre Manager, as well as their Co-Health & Safety Officer, to ensure that all areas of the building are **safe, fully functional, and energy efficient** for staff, artists, and audiences.

The role includes supervising and delegating to the relevant technical departments, and taking the lead in coordinating with incoming production managers, including scheduling for main productions and one-day hires.

This is a key position in ensuring that the Criterion Theatre continues to operate to the highest professional and technical standards while preserving the integrity of its historic building.

IN DOING SO, YOU WILL:

- Comply with Health & Safety regulations (with additional responsibility as one of the company's two appointed H & S Officers)
- Comply with all licensing and building regulations.
- Comply with all company policies and codes of practice, including Equal Opportunities, Health & Safety policies and licensing regulations.
- Minimise the Trust's environmental impact and promote sustainability.

Production

- Work with the Head of Electrics and Head of Stage in liaising with incoming design, production, technical staff and suppliers to ensure the smooth running and reception into the building for all productions and individual events.
- Liaise with incoming production companies and production managers regarding H&S, electrical safety, licensing and other working regulations including booking in any required permits from the relevant authorities.

Building & Maintenance

- Ensure that the requirements of health and safety legislation and company policy, fire risk assessments and licensing regulations are adhered to at all times.
- Work with the relevant heads of department to ensure all installations and equipment are maintained, including coordination of independent inspection and certification where required. Assist departments in carrying out works as required/appropriate.
- Liaise with the Trust's Landlords and We-Fix in maintenance and certification of air conditioning, heating, water and waste supplies, fire prevention and safety equipment.
- Liaise with the Trust's landlords and security staff regarding access and use of the loading bay, lift access and street load ins.
- Lead on regular inspections of the building, liaising with relevant departments and management. Assign and monitor works to be carried out by relative department heads and /or external contractors, ensuring that any reactive or proactive maintenance is carried out in a safe, timely manner and to a high standard.
- Project manage restoration and major maintenance projects including budgeting and scheduling. Engage and manage external contractors, delegate and oversee internal departmental involvement and the coordination of internal departments with external contractors.

JOB DESCRIPTION



Building & Maintenance

- To actively improve and create new relationships between the Criterion Theatre, contractors, suppliers and clients: to negotiate contracts and financial terms with new and existing contractors and oversee works to ensure they are carried out in accordance with relevant regulations and legislation and to a high standard.
- Maintain a central record of inspection and servicing documentation and records of maintenance and safety checks. Ensure departments are arranging inspections and certification in a timely manner as scheduled.
- Co-ordinate a register of Company assets and equipment. Ensure, with the relevant head of department, that all equipment is present, maintained and fit for purpose.
- Lead on The Criterion's Environmental Policy, working to implement improvements to reduce environmental impact.
- Assist the Managing Director in implementing security and safety policies and procedures.

Management & Administration

- Liaise with relevant head of department in the tender process for engaging external contractors.
- Ensuring that expenditure is pre-approved by the Managing Director and all paperwork completed.
- Ensuring health & safety requirements are met and maintaining adequate records and documentation.
- Assist Technical head of department in recruitment and scheduling across departments as required.

General

- Keep apprised of developments in technical theatre, production practices and building infrastructure and regulation changes; advise and implement changes as necessary.
- Be available for call-outs outside of normal opening hours during production periods and in emergency situations.
- Support other departments when and as necessary including emergency house cover for Stage and LX departments.
- First aid cover.
- Key holder.

Trust Activities

- Work closely with the Managing Director to realise Trust educational projects. Including:
- Leading on delivery of the Technical Skills Workshops.
- Liaison with External Facilitators for educational projects.
- Co-ordination of Criterion New Writing presentations and showcases.

You will have

- Minimum of 2 years venue experience
- Proven experience of building services and systems
- Proven experience of theatre technical procedures and systems
- Knowledge of health and safety and venue licensing requirements
- Demonstrable ability to work as part of a team and under own initiative
- Previous line management experience
- A commitment to customer care and a welcoming personality.
- An attention to detail, with the ability to meet deadlines.
- Good communicator
- Provide a positive, hands-on attitude to the job with an ability to demonstrate creative and flexible problem-solving skills
- Good IT skills



PERSON SPECIFICATION



Competency	Essential	Desirable
Knowledge & Experience	- Minimum 2 years' venue/theatre experience in a technical department. - Knowledge of building services, maintenance, and technical systems. - Understanding of H&S and venue licensing. - Experience coordinating contractors and production teams.	- Experience with heritage or listed buildings. - Involvement in sustainability or energy efficiency projects.
Communication Skills	- Clear communicator with staff, contractors, and visiting companies. - Strong interpersonal and written communication skills.	Experience representing organisation externally.
Qualifications	- Demonstrable relevant technical and building management experience. - Strong IT literacy (Microsoft Office, databases, and asset management systems).	- Health & Safety qualification (e.g., IOSH, NEBOSH). - First Aid at Work qualification. - IPAF or Working at Height certification.
Planning & Organisation	- Excellent organisation and time management. - Ability to manage multiple projects and meet deadlines.	
Technical	- Knowledge of building systems (HVAC, electrical, fire, water). - Practical problem-solving skills.	
Teamwork & Motivation	- Proven ability to lead and support technical staff. - Collaborative, flexible, and hands-on approach.	
Values & Attitude	- Commitment to safety, quality, and inclusivity. - Reliable, professional, and proactive.	Interest in theatre operations and heritage preservation.

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.