

CREWE LYCEUM THEATRE

CHESHIRE'S LANDMARK EDWARDIAN THEATRE | THRILLING AUDIENCES SINCE 1911



Housekeeper (Cleaner)

Job Description and Person Specification

July 2021

Crewe Lyceum is one of 11 venues within HQ Theatres & Hospitality's current portfolio of regional theatres and concert halls.

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment. HQ Theatres currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. In 2019, HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

Trafalgar Entertainment was co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017 and is a premium international live entertainment business focused on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. Trafalgar Entertainment is home to Trafalgar Theatre, Theatre Royal Sydney, Olympia Theatre, HQ Theatres & Hospitality, Trafalgar Theatre Productions, Trafalgar Releasing, Stagecoach Performing Arts, London Theatre Direct, Luke Shires Marketing, Jonathan Church Productions, Chiswick Cinema and More2Screen.

Crewe Lyceum Theatre is Cheshire's landmark Edwardian theatre and we have been thrilling audiences since 1911. With a seating capacity of 677 the Lyceum Theatre has a rich history including more than ten years as the home of English Touring Theatre. We present a wide range of performances including West End musicals, drama, dance, comedy, live music, local events and small scale / fringe theatre productions. Under HQ Theatres & Hospitality's tenure significant investment has been made in the building including the creation of the Lyceum Studio, a 100 seat multi-purpose performance and events space. Working in partnership with Cheshire East Council, the Lyceum has recently launched a new programme of creative learning and engagement, including artists and companies in residence. Our popular restaurant offers attractive show and dine packages and event catering. Crewe Lyceum takes an active role in the local community, including playing our part in shaping and supporting significant town centre regeneration investment and a leading role in the successful Crewe Cultural Forum.

Employment type: Contract

Salary: Meets national living wage.

Hours: 18 hours per week, six out of seven days, to suit business requirements.

Work location: You will be based at Crewe Lyceum Theatre and may be required to travel to and work at other HQ Theatres venues. Approved travel expenses will be reimbursed.

Purpose of the role: Reporting to the Theatre Caretaker, the objective of the post is to maintain all areas of the theatre building to a high standard of cleanliness and hygiene creating a welcoming and pleasant environment.

Our ideal candidate: Someone with previous experience in cleaning large spaces, able to work effectively, efficiently and pro-actively as part of a team. Good communication skills and a 'Can-Do' attitude are essential. We are looking for candidates who will take great personal pride in the presentation of a much loved local attraction.

Closing date: Monday 20th September 2021

How to apply: Download and complete an application form from www.crewelyceum.co.uk and email your completed application form to recruitment@crewelyceum.co.uk

Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report to the Theatre Caretaker.

KEY ACCOUNTABILITIES

Strategic

- To maintain the cleanliness of all areas of the theatre to a high standard to ensure customer satisfaction.

Operational

- Vacuuming and cleaning carpets. Also, performing further treatments e.g. shampooing and stain removal as required.
- Perform general sweeping, scrubbing and mopping of hardwood, laminate or tiled floors.
- Cleaning all bathrooms front-of-house and backstage.
- Emptying all bins and containers
- Thoroughly cleaning the auditorium, dressing rooms and fire exits.
- Polishing furniture, stair handrails and room accessories as required
- Cleaning windows, glass surfaces and mirrors.
- Keeping all public spaces within the theatre clean and tidy.
- Collection and replenishment of bathroom equipment, e.g. toilet rolls, soap etc.
- Assist the Theatre Caretaker and colleagues with early morning deliveries to the theatre.

Health & Safety

- Uphold exceptional standards of cleanliness within all venue areas in accordance with company policy procedures and expectations.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- Maintenance and upkeep of all cleaning equipment, supplies and storage.
- Ensuring safe and sanitary storage and care of products.
- Report repairs and replacements needed when encountered on job
- Ensure any lone and assisted heavy lifting is carried out in accordance with department and company health and safety procedures.

Training and Development

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- Undertake appropriate training and professional development as determined by the senior management team.

Other Responsibilities

- Comply with Crewe Lyceum and HQT&H's policies and general operational procedures at all times and attend meetings as required.
- Be vigilant at all times and know the lines of communication and emergency procedures, taking appropriate action to ensure personal safety and security as well as that of our customers and colleagues.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Previous experience in cleaning large spaces is essential.
- Previous experience working as part of a team.

Skills

- The ability to meet the highest standards of cleanliness under strict time constraints.
- Able to work proactively when necessary.
- Excellent communication skills.

Knowledge

- An understanding of health and safety at work requirements
- An understanding of risk assessments, method statements and COSHH.

Attitude

- A strong customer service focus and a genuine desire to deliver a consistently excellent experience.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets and example for others to follow.
- Willing to work flexible hours including evenings, weekends and bank holidays.
- A personal pride in the presentation of a much loved local attraction.

Essential

- An eagerness to learn and pick up new skills.

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- A confident and proactive approach towards assisting with early morning deliveries to the theatre.

Desirable

- Experience of working in a public building.