

Housekeeping Assistant

Directorate	Commercial and Visitor Services
Reporting to	Housekeeping Manager
Hours	0 hours per contract covering matinees, evening, weekend and Bank holiday shifts as required. Additional Hours may be available to cover the needs of the business

The Housekeeping assistant role will work as part of a team to maintain the required high standards of cleanliness and hygiene across our three buildings: Theatre Royal, Stage Two and the Playhouse, in all front and back of house areas.

Main Purpose of the Role

- To ensure all public areas are clean, hygienic and presentable at all times
- Support the Duty Management team at show times to ensure a positive visitor experience for audience members
- To ensure back of house areas are clean, hygienic and presentable at all times; ready to receive visiting cast and companies

Key Responsibilities

- To carry out cleaning duties as required (see below for more details)
- Use stepladders when necessary and with due regard to the Health & Safety of themselves or others.
- Use approved cleaning materials in accordance with manufacturers printed instructions and COSHH Regulations.
- To be responsible for the care of all cleaning equipment and materials assigned to them.
- To carry out cleaning duties in relation to mopping up spills, bodily fluids and other such substances.
- Report to the Supervisor any defects seen, likely to affect security i.e. broken windows, window catches.
- To be aware of their responsibilities for the Health & Safety of themselves and others.
- Wear protective clothing provided
- Cleaning duties will include, but not be confined to, the following tasks:
 - Sweep / vacuum/ buff all public areas and offices.
 - Collect and dispose of waste.
 - Sweep or mop sealed floors.
 - Dust all furniture, ledges, shelves, polishing where required.
 - Wash marks from walls.
 - Clean interior glassware.

- Clean toilets and washrooms.
- Attend to the laundering of towels.
- Liaising with the Supervisor regarding building maintenance and repair issues, including damage or failure of fixtures, fittings or appliances/machinery used on cleansing work.
- Participating in appropriate team meetings and training courses as required by the Cleaning Operations Manager e.g. COSHH, Manual Handling, Step Ladder use
- Following the current cleaning schedule / plan and recommending changes required to improve it.
- Completing appropriate ad hoc duties as required

Statutory requirements

- Ensure all equipment is maintained and any defects reported and or dealt with promptly
- Attend training as required
- Uphold the requirements of food safety, licensing laws, COSHH and health & safety procedures at all times

Organisational Wide Responsibilities

- To demonstrate and promote our core values of Creativity, Impactfulness, Honesty, Kindness, Inclusivity and Bravery
- To seek to advance Norwich Theatre's vision "To make all of our Creative Experiences have wide reaching positive impact."
- To ensure you are always an ambassador for Norwich Theatre's mission: "To provide creative experiences, rooted in the art of Performance and secure in our sense of Place, which generate positive impact for all People and inspire Prosperity in all its forms."
- To comply with all Norwich Theatre policies including Safeguarding, Equal Opportunities, Health and Safety, IT, Data Security and Protection
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		<ul style="list-style-type: none">• Previous cleaning experience
Attributes	<ul style="list-style-type: none">• Good team worker with a systematic approach to duties• Ability to work with minimum supervision when required• Available to work flexible and varied hours across a rota system	
Skills	<ul style="list-style-type: none">• Good communication Skills• Ability to balance and prioritise tasks	
Qualifications		<ul style="list-style-type: none">• Awareness of relevant health and safety regulations i.e. COSHH

This description is not exhaustive & may change to meet the needs of the business as the strategic vision for the department & organisation evolves. The post holder may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.