

TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Head Housekeeper
Reports to	Theatre Director
Hours	24 Hours – 5 days over 7 (Mon-Sun)
Contract	Part Time
Salary	£27,000 - £28,000 pro rata
Annual Leave	25 days per annum exclusive of public bank holidays
Location	Pavilion Theatre Glasgow

ABOUT TRAFALGAR ENTERTAINMENT (TE)

We're a leading theatre and live-entertainment group with a national and international footprint.

Trafalgar Theatres is the venue-operating division of Trafalgar Entertainment (TE). We currently operate 15 venues; including 14 in the UK regions; the Trafalgar Theatre in London's West End and the Theatre Royal in Sydney. We're growing fast, we're confident in what we do, and we're ambitious about the future. There's never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value Creativity, Collaboration, Excellence and Respect.

ABOUT THIS ROLE

The Head Housekeeper is vital to the success of our business.

As the postholder is responsible for:

Leadership Responsibilities

- Managing stock and equipment levels, liaising with Line Manager to ensure adequate stock levels are maintained.
- Overseeing departmental training for the casual and part time housekeeping team.
- Overseeing recruitment and induction of staff.
- Checking and clearing of all areas in with their daily, weekly and monthly tasks.
- Attending regular Health & Safety meetings, offering any input where necessary and cascading news back to the wider team.

Overall Responsibilities

- The day-to-day programmes of cleaning work within the allocated cleaning zones of the Theatre to ensure that the facilities are maintained in a clean and hygienic condition.
- Cleaning of the seated areas in the auditorium, offices, stairwells, toilets, dressing rooms and foyers.
- To ensure all sanitary ware, fittings and wall tiles within the toilet areas are clean.

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- To dust, mop, sweep, wet mop, vacuum, and polish floors, as appropriate to the type of surface within the theatre to ensure a safe and healthy environment.
- To empty waste bins and paper recycling containers and transfer to disposal point.
- To confirm to the theatre's recycling policies.
- To ensure all accessible surfaces including furniture, fixture and fittings are dusted, damp wiped or washed as appropriate and are maintained in a clean and hygienic condition.
- To report any faults or damage encountered with equipment, materials or within any of the theatre areas to Line Manager.
- To ensure individual personal safety and that of others by using hazard warning signs and personal protective equipment during all cleaning activities.
- To ensure all carpets, lino and floors are cleaned and maintained.
- To Uplift and return keys for buildings to gain access for cleaning purposes.

This list of duties is not exhaustive, you may be required to undertake alternative/additional duties which will utilise your skills, experience, and capabilities.

ABOUT YOU

You'll be a self-motivated, engaging, and dynamic leader.

You'll be resilient, able to communicate clearly and excellent at forming working relationships with others.

You'll have an ability to use equipment and materials required to perform basic duties and have a good understanding of COSHH regulations.

You'll be a keen problem solver and good decision maker, with the ability to prioritise workload/duties as appropriate.

Key attributes:

- Management experience preferred, but not required (training will be provided)
- Proven ability to work effectively without direct supervision.
- An honest and reliable individual.
- A team-player who is personable and can communicate effectively with people at all levels both internally and externally.
- Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders, and industry colleagues.
- Understanding of health and safety.
- Able to sustain a proactive work ethic throughout long and late shifts.
- A polite manner, and a calm and professional attitude.
- Excellent verbal communication skills (including a good standard of spoken English).
- Good mental arithmetic skills and ICT skills.



Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.

For more information about Trafalgar Entertainment and **The Pavilion Theatre** please go to <https://www.paviliontheatre.co.uk>