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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Cleaning Assistant |
| **Reports to** | Head Housekeeper |
| **Responsible for** | Keeping the Theatre Clean & Tidy |
| **Hours** | Varied |
| **Contract** | Zero Hours |
| **Salary** | £12.48 per hour |
| **Location** | Glasgow City Centre |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** 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

We aim to provide the warmest of welcomes and highest levels of comfort and service to both our visitors and to our colleagues. With this in mind, cleaning staff are responsible for ensuring that all Front of House areas (including the main foyer, bars, corridors and staircases) are not only clean and tidy, but that they are given a real sparkle. They are also responsible for ensuring that the dressing rooms and staff offices are clean and presentable. As part of their role, it is imperative that cleaning staff pay close attention to detail and report any maintenance issues to the venue management promptly, so that they may be addressed in good time and prior to the arrival of visitors wherever possible.

KEY RESPONSIBILITIES

An individual member of the cleaning team may be asked to undertake any of the following responsibilities on any given shift, at the discretion of the General Manager or Head Houskeeper. However, there is a reasonable expectation that responsibilities will be shared, as equally as possible, among members of the cleaning staff.

* To ensure that the carpet in both the Stalls and Dress Circle auditoria is vacuumed on a daily basis.
* To ensure that all carpeted areas, including those in the front of house areas, those leading to the exits, those in the Box Office and staff offices and those in the dressing rooms, are vacuumed daily.
* To ensure that all non-carpeted flooring – including in the main foyer, behind the theatre’s two bars, and in the washrooms – is mopped and cleaned daily, maintaining the highest levels of cleanliness and hygiene.
* To ensure that all railings, fittings, and edgings inside the auditoria and in the front of house areas are cleaned and polished daily.
* To ensure that all glass fittings, including those in the main foyer and washrooms, are cleaned to a high standard daily.
* To ensure that all spots and stains are removed using the appropriate cleaning solutions.
* To ensure that all staircase nosing's are cleaned and polished daily.
* To ensure that all washroom surfaces are thoroughly cleaned with the appropriate disinfecting solutions daily, to maintain the highest standards of hygiene.
* To ensure that all tap fittings are cleaned and left sparkling daily.
* To ensure that all toilet roll holders are fully stocked and replace toilet rolls daily, as required.
* To ensure that all handwash dispensers are fully stocked and refill them daily, as required.
* To ensure the sanitary product dispensers are fully stocked and refill them daily, as required.
* To ensure that all rubbish and food waste is disposed of and is not left anywhere in the venue except in the appropriate waste bins.
* To ensure that all bins are emptied and that all waste bags are removed each morning and placed at the rear of the venue, in Spring Gardens, ready for collection.
* To ensure that all maintenance issues are reported to the venue management promptly, so that they may be addressed in good time and prior to the arrival of visitors wherever possible.
* To ensure that stock levels of all cleaning utensils, equipment and solutions, and toilet rolls, handwash and hand towels, are maintained and that requests for additional stock are made to the Head Houskeeper in a timely manner.
* To ensure that all cleaning equipment is handled, used and stored appropriately, to prevent any damage.
* To ensure that all cleaning solutions are stored correctly, in accordance with the venue’s Health & Safety and COSHH regulations, and that they are kept secure and out of the way of any visiting audience members.
* To abide by the venue’s Health & Safety policy and read and abide by all relevant risk assessments.
* To carry out any other cleaning duties as may be reasonably required from time to time.

GENERAL RESPONSIBILITIES

* To actively engage with the company’s HR Clear Review system, attending regular check-ins with the Head Houskeeper and General Manager, providing feedback for colleagues and working towards agreed goals.
* To always represent the theatre in a professional manner, providing excellent internal and external customer service to company colleagues, visiting production staff and building contractors

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

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