

Housekeeping Operative

Job Description & Person Specification

DEPARTMENT: Visitor Experience

REPORTING TO: Housekeeping Co-ordinator

POSITION SUMMARY

MAIN JOB FUNCTION

To deliver exceptional housekeeping and cleaning services and visitor-facing duties throughout the entire building. On a rotation basis you will deliver excellent service by ensuring a clean, presentable, safe and welcoming environment for all our visitors and staff.

RELATIONSHIP/POSITION IN THE ORGANISATION

Responsible to: Visitor Experience Manager

KEY WORKING RELATIONSHIPS

Visitor Experience Management Team including Duty Managers, Stage Door Reception, Facilities, Security Officers, performance based technical staff, visiting companies including cast and external contactors.

JOB DESCRIPTION

MAIN DUTIES

1. Ensure the cleanliness of the auditorium spaces between performances guaranteeing their best possible appearance before opening to our customers. This includes cleaning rubbish, dust, vacuuming the carpets and maintain the seats stay in the best possible condition by regularly checking and cleaning the upholstery.
2. Ensure the tidiness and cleanliness of the theatre's public front of house spaces and furniture including; toilets, foyer spaces, walkways, staircases, floor surfaces, doors, glass, tables and chairs and ensure health & safety is observed at all times.
3. Ensure the tidiness and cleanliness of the theatre's back of house areas including: Dressing rooms which include toilet and shower facilities, offices, walkways, doors, glass and boardrooms.
4. Assist our Duty Managers and Facilities team by highlighting any maintenance, presentation or health and safety issues that you are unable to resolve yourself.

5. Check stock levels of consumables and replace when appropriate.
6. Take responsibility for acquiring and providing product and venue knowledge, responding positively to customer enquiries and requests. Be a welcoming point of contact for our visitors by being able to provide relevant information.
7. Work as part of the Visitor Experience team supporting colleagues and sharing knowledge with others.
8. Undertake any training as required.
9. Provide feedback on areas for improvement including items for immediate attention and items for future consideration.
10. Be an ambassador and advocate for Curve and promote Curve's company values and behaviours to staff and customers, including visiting artists.
11. Comply with and uphold the principles of relevant legislation and company policies and procedures.
12. Be an ambassador and advocate for Curve and promote Curve's company values and behaviours.
13. Undertake any additional tasks as may reasonably be required from time to time.

It is a requirement of Curve that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. Housekeeping Operatives will be required to work additional hours occasionally including weekends and evenings for the proper performance of their duties. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

PERSON SPECIFICATION

Essential: the successful candidate will meet the majority of these requirements.

Experience

- Experience of working in a housekeeping/cleaner role.
- Proven ability to work confidently and effectively with a wide range of people.
- Ability to work proactively on your own and maintain a high level of performance.
- Customer focused and welcoming.
- Able to work on your own and as a team member.

Skills and Knowledge

- Good verbal communication.
- Awareness of Health and Safety.
- Awareness of accessibility requirements.

Education, Training and Qualifications

- COSHH / BICS

Personal Attributes

- Genuine interest in cleanliness and detail driven.

- Enthusiastic, committed and energetic with a flexible attitude to changing needs.
- Excellent self-presentation skills.
- Ability to work flexibly including evenings and at weekends as required.
- Able to work under pressure.
- Honest and punctual.
- Willingness to embrace Curve brand values.
- Genuine interest in working in an arts environment.

Desirable: the successful candidate should meet some of these requirements.

Experience

- Experience of working in a public venue.

Skills and Knowledge

- Knowledge of Curve's vision and values.

Education, Training and Qualifications

- First Aid at Work

SUMMARY OF TERMS

Contract	Casual, Zero Hour Contract
Salary	£11.50 per hour

Curve Values

Creativity - Nurturing imagination and talent to produce excellence.

Community - Working together to enrich the lives of our audiences, communities and the people around us.

Respect - Valuing the qualities, opinions and achievements of those around you.

Trust - Believing in what we do, the people we do it with, and the work we create.

Inspire - Encouraging people to achieve extraordinary things.

Kindness – Be caring and considerate to others and yourself. Treat people with dignity and empathy to cultivate a positive and healthy environment.

Environmental Statement

At Curve Theatre, we recognise the vital importance of safeguarding the environment for current and future generations. To inspire positive change and promote sustainability, Curve Theatre has developed its 'Environment - Statement of Intent'. All work carried out at Curve will be done so with regard to this statement in order that our environmental goals can be met.
