

LYRIC



HOUSEKEEPER (Fixed-Term Contract)

*Job Description and
Application Information*

BACKGROUND

The Lyric Theatre enjoys a special place within Northern Ireland's artistic landscape. As a prolific production house, the Lyric is the beating cultural heart of Northern Ireland – inspiring and entertaining audiences with both new and established plays and helping to launch the careers of some of our most famous actors, directors and playwrights. The Lyric is a playhouse for all. We are a shared civic space for artists and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the critical role of the arts in society. Our mission is to create, entertain, and inspire.

As Northern Ireland's only full-time producing theatre, each year we produce 9 or 10 full-scale productions, 2 of which run concurrently at Christmas. We also receive visiting work from touring companies. We stage some 400 performances each year and are the largest employer of theatre practitioners in Northern Ireland. Our modern theatre opened in 2011 and consists of the 390-seat main stage and the 124-seat flexible Naughton Studio. In recent years, the theatre won 4 Irish Theatre Awards, was voted NI's most welcoming theatre, staged co-productions with the Abbey Theatre, Soho Theatre and the Dublin Theatre Festival and toured to New York, London, Glasgow, and Dublin. In 2021 we were shortlisted for Theatre of the Year in The Stage Awards. In 2022, we won Best Play Revival for *Translations* with Abbey Theatre at the UK Theatre Awards, in addition to our Creative Learning department winning Excellence in Arts Education.

There are two group companies. Lyric Theatre NI (The parent company) is a company limited by guarantee and a registered charity and is also the owner and operator of the theatre and the primary recipient of grant funding. Lyric Players Theatre Productions Limited is a wholly owned subsidiary of Lyric Theatre NI and is responsible for producing professional theatre productions and the operation of food and beverage operations within the theatre. The combined turnover of the two companies is in excess of £2.9 million. The two companies employ more than 90 employees. For more information on the Lyric Theatre, visit www.lyrictheatre.co.uk.

PURPOSE OF THE POST

The purpose of the role is to ensure that the theatre is maintained and cleaned to the very highest of standards that are expected of a 5-star visitor attraction and that all areas of the theatre, both public and private are ready to receive visitors at all times.

We take enormous pride in the way we maintain our award-winning theatre and it is very important to us that not only do audiences experience world-class theatre but that they do so in the very best of environments. Our housekeeping team is critical to ensuring that happens.

We are seeking applicants who take pride in their work and who will be as passionate about our theatre as we and our audiences are.

JOB TITLE

This title of this post is **Housekeeper**.

RESPONSIBLE TO

Head of Customer Services / Customer Service Manager.

KEY RELATIONSHIPS

Front of House, Box Office, and Customer Services Team; Buildings and Technical Team; Visitors and Contractors.

LOCATION

The post is based at the Lyric Theatre, 55 Ridgeway Street, Belfast BT9 5FB.

CONTRACT

The position is fixed term of 3 months and part-time. The notice period is 1 month.

WORKING WEEK

The standard working week will be 20 hours over 5 days, usually between 08:00 and 12:00 however due to the nature of this position a significant degree of flexibility is required from the post holder to meet the demands of the theatre. Additional hours may be available at busy times.

SALARY AND BENEFITS

Your wages will be paid in accordance with the National Living Wage rate (currently £9.50 gross per hour), plus 3% pension contribution.

The Successful candidate will also receive:

- Access to a free and confidential Employee Assistance Programme;
- Auto Enrolment in pension scheme with employer contribution;
- A comprehensive induction and annual training programme;
- Complimentary ticket allowance for Lyric Theatre Productions.

ANNUAL LEAVE

20 days discretionary plus bank/public holidays (currently 11 days). There may be occasions when it is required to work on a public or bank holiday for which a day in lieu will be given.

PROBATIONARY PERIOD

The appointment will commence with a probation period of three months which may be terminated at a month's notice by either side during the period. During this time the organisation reserve the right to dismiss the employee for unsatisfactory performance without recourse to the disciplinary procedure.

MAIN DUTIES AND RESPONSIBILITIES

Housekeeping

- Maintaining an excellent level of cleanliness and hygiene in all areas of the theatre as specified in appropriate cleaning schedules and in accordance with Health and Safety regulations and guidelines;
- Maintaining clean, attractive, and hygienic front of house areas including foyers, auditoria, toilets, stairwells, meeting rooms and café bar that are consistent with the Theatre's customer service and health and safety policies;
- Maintaining clean, attractive, and hygienic back of house areas including dressing rooms, toilets, corridors, offices, and staff rooms that are consistent with the theatre's customer service and health and safety policies;
- Carrying out duties in a timely and effective manner;
- The safe removal and disposal of waste and litter in accordance with theatre policy;
- The safe use and storage of cleaning materials in accordance with health & safety guidelines and theatre policy;
- Proper use, upkeep, and storage of cleaning equipment.

Maintenance

- Spotting and reporting matters that require repair or maintenance;
- Assisting in the maintenance of all necessary administrative records as required.

Health and Safety

- Adhering to evacuation procedures and ensuring the prompt and efficient evacuation of the public;
- Being vigilant, identifying and reporting hazards to prevent accidents or incidents that might cause injury or harm to patrons or staff.

Other

- Complying with and actively promote the policies and procedures set out in the Staff Handbook;
- Being flexible, reliable and a good timekeeper;
- Attending staff meetings and training courses as required by the line manager;
- Undertaking the foregoing duties in such a way as to enhance and protect the reputation and public profile of the Theatre;
- Maintaining confidentiality in all issues relating to the work of the Theatre;
- Assisting with the set-up of function rooms as required by the management team;
- Being honest and accurate in the handling of stock and lost property;
- Other related duties associated with the maintenance and cleaning of the Theatre and its administrative offices as may from time to time be required by management;
- Any other duties that may reasonably be required.

This list is for guidance only and is not exhaustive. The post holder will also be required to carry out other reasonable duties as required by the Head of Customer Service.

PERSONNEL SPECIFICATION

Essential Criteria

- One year's experience of cleaning/housekeeping in a high-quality customer service environment;
- A demonstrable commitment to taking pride in your work and to maintaining the theatre in excellent condition;
- The ability to work as part of a team;
- Ability to complete cleaning records;
- Ability to work shifts across all days of the week;
- A willingness to undertake job-related training.

Desirable Criteria

- Experience or knowledge of COSHH and the safe use of cleaning chemicals;
- A genuine passion for theatre.

Personal Qualities

- The ability to act on own initiative, dealing proactively with issues that arise;
- Be physically fit for moving, lifting, and cleaning;
- The ability to prioritise and plan their time effectively;
- Strong interpersonal skills. The ability to manage and sustain working relationships with multiple stakeholders;
- An enthusiastic and flexible approach to work.

HOW TO APPLY

To apply, please submit your **CV** demonstrating how you meet the essential criteria and desirable criteria (if applicable). You should also provide details of two **Referees** (including names, address, email, phone number and occupation), with one of them your current or most recent employer. Also, a completed **Equal Opportunities Monitoring Form**, which can be downloaded from the Lyric Theatre website.

Please send your CV, references and equal opportunities monitoring form, quoting the reference **22LT21** in the subject heading to recruitment@lyrictheatre.co.uk or to The Monitoring Officer, Lyric Theatre, 55 Ridgeway Street, Belfast, BT9 5FB. Failure to complete and submit a covering letter that demonstrates how you meet the criteria will result in your application being disqualified. Canvassing will disqualify.

CLOSING DATE

Due to the urgency of recruiting for this role, the vacancy is being recruited on a rolling basis, with applications being reviewed as and when they are received until the vacancy has been filled.

SHORTLISTING

Only those applicants who appear, from the information provided, to be the most suitable in terms of the selection criteria may be called for interview. It is the applicant's responsibility to demonstrate clearly in their CV and Cover Letter how they satisfy the published selection criteria.

Applicants must provide evidence of how they meet the selection criteria, giving examples and specifying exact dates as appropriate. All applications for employment are considered strictly on the basis of merit.

INTERVIEWS

Interviews will be offered to suitable candidates following review of their application.

DISCLOSURE

1. If you are successful after shortlisting, depending on whether you will be working with children and/or vulnerable adults, you will be required to undergo an ACCESS NI check.
2. If you are required to undergo an Access NI check, a copy of their Code of Practice will be made available to you.
3. You will also be required to disclose any unspent criminal convictions as defined by The Safeguarding Vulnerable Groups NI Order 2007 & The Rehabilitation of Offenders (NI) Order 1978. The Lyric theatre has a policy on the Recruitment of Ex-Offenders which can also be made available to you.
4. Disclosure of a criminal record will not necessarily be a bar to obtaining the position within the Lyric theatre. You will, however, be asked to disclose if there is any reason why you cannot work in regulated activity with children or vulnerable adults.

The Lyric Theatre is an Equal Opportunities Employer

We particularly welcome applications from People of The Global Majority, disabled and LGBTQI+ candidates who are under-represented across the sector.