

# ARC

Stockton Arts Centre

## Housekeeper Job Description

|                              |  |
|------------------------------|--|
| <b>Job Title:</b>            | Housekeeper  |
| <b>Hours:</b>                | 16-24 hours per week, flexible part-time Mon-Sat<br><br>Hours will vary week to week depending on activity levels, and some evening hours may be required. |
| <b>Salary:</b>               | £12.71 per hour  |
| <b>Based at:</b>             | ARC, Stockton on Tees  |
| <b>Reporting to:</b>         | Technical Manager  |
| <b>Holiday entitlements:</b> | 28 days per annum pro rata, including Bank Holidays  |

### **Job Purpose**

The Housekeeper plays a key role in maintaining ARC as a clean, sanitary, comfortable and tidy environment for all users of the venue. The Housekeeper is responsible for making sure the building meets the highest standards of cleanliness and presentation at all times.

The Housekeeper will also assist with the setting up rooms and equipment throughout the building, working to make sure every event or activity at ARC runs smoothly. The role involves supporting staff from all departments across the building in operational matters and will therefore make a significant contribution to the successful day to day running of a busy arts centre.

### **Key Duties and Responsibilities**

1. To ensure housekeeping duties within all areas are of a high standard and to ensure they remain safe, clean and tidy.
2. To service, clean and supply WCs.
3. To clean floors within the building by vacuuming, sweeping, mopping and steam cleaning as appropriate.
4. To clean hard surfaces including stairways, banisters, balustrades, counters and shelving.
5. To clean internal glass and mirrored surfaces.
6. To collect litter and empty refuse bins in public and back of house areas.

7. To report any defects to fixtures and fittings to the Duty Manager.
8. To plan and undertake the preparation of all spaces, including furniture set up, with particular emphasis on the setting of such areas to the requirements of hirers, users and promoters.
9. According to the rota, to be responsible for opening the building to the public at the start of the day, ensuring front of house areas are safe and presentable.
10. To ensure all spaces are secured when not in use, and open promptly for scheduled activities.
11. To supervise other members of the housekeeping/cleaning team as required.
12. To manage the laundry service for Culture Kitchen and Front of House departments ensuring timely laundering of garments, table coverings and other items.
13. To keep records to allow accurate stock control of cleaning supplies and equipment and placing orders to ensure that an adequate level of stock is maintained.
14. To act in accordance with the published Health and Safety Policy of ARC, the Health and Safety at Work Act 1974 and Control of Substances Hazardous to Health (COSHH) Regulations 2002 at all times, reporting any health and safety issues immediately to managers and ensuring safe working practices at all times including personal and others' safety.
15. To maintain such records and documentation as may be required in compliance with Health and Safety and COSHH legislation.
16. To undertake occasional duties relating to the management of customers, such as checking validity of tickets, directing customers to their seats and dealing with general enquiries.
17. To act in accordance with the Data Protection Act, ARC's Equal Opportunities Policy and Policy for the Protection of Children, Young People and Vulnerable Adults.
18. To be a full team member within the department and contribute to the life of the organisation as a whole.
19. To undertake any training required by ARC.
20. Any other duties as may be required as part of the Housekeeper role.

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## Housekeeper

| <b>Essential</b> |  |  |
|------------------|--|--|
| 1.1              | High standards of presentation and cleanliness   |  |
| 1.2              | Highly motivated to achieve high standards   |  |
| 1.3              | Able to work diligently  |  |
| 1.4              | Basic numeracy and literacy skills   |  |
| 1.5              | Previous experience in a housekeeping role utilising cleaning chemicals                            |  |
| 1.6              | Able to communicate with other staff and customers   |  |
| 1.7              | Enjoys a busy working environment  |  |
| 1.8              | Available to work flexible hours and at short notice   |  |
| <b>Desirable</b> |  |  |
| 2.1              | Previous experience of using mechanical cleaning equipment   |  |
| 2.2              | Previous experience of stock control   |  |
| 2.3              | Previous experience in a customer facing role  |  |
| 2.4              | Knowledge of basic hygiene requirements and customer expectations within a service led environment |  |
| 2.5              | Knowledge of Control of Substances Hazardous to Health (COSHH) regulations                         |  |
| 2.6              | Awareness of basic principles of safe working practices when undertaking cleaning duties           |  |

*Reviewed May 26*