Housekeeping Manager

Responsible to: Head of Customer Services

Responsible for: Housekeepers

Place of work: Coliseum Theatre and other venues as required

Pension: You will be auto-enrolled into a workplace pension scheme operated by NOW Pensions at the statutory level (these contributions are postponed during the probationary period but there is an option for you to “opt in” at this stage if you chose to do so). Alternatively on completion of your probationary period you will be entitled to become a member of the contributory group stakeholder pension scheme. Full details regarding both schemes are available from the Head of Finance.

Notice period: The post will have a three month probationary period. After the probationary period the post is subject to one month’s notice on either side

Holidays: 20 days per year (pro rata) rising to 22 after three years’ service and 25 after five years’ service. Public holidays will be in addition.

Hours: An average of 33 hours per week to be worked flexibly including early mornings and weekends.

Some bank holiday working and anti-social hours will also be necessary to facilitate the operation of the Coliseum.

Benefits: Pension, discounted healthcare, childcare vouchers, travel loans, discounted gym membership, complimentary tickets, plus more

Salary: £17590 per annum

**Housekeeping Manager**

**Job Description**

**Core Purpose**

To be an ambassador for the Coliseum and actively promote the Company’s vision and values.

To be responsible for the planning, organisation and development of the overall operation of the Housekeeping department, in accordance with Coliseum standards and guidelines, ensuring the highest degree of customer care is maintained at all times.

Line management of a team that ensures the highest standards and provides a hospitable and safe environment for internal and external customers at all times.

**Main Duties and Responsibilities**

**Management**

* Manage and motivate the housekeeping team to clean and maintain all agreed areas; providing daily supervision and assigning duties as appropriate;
* Manage the department work schedule, notifying staff in good time of upcoming events and ensuring proper preparation and staffing;
* Forward plan department’s workload on a daily, weekly, monthly and annual basis;
* Be responsible for the effective administration of the Housekeeping department, complying with systems, completing necessary reports and paperwork;
* Schedule a departmental rota in line with budgeted payroll costs and forecasts and manage holiday requirements;
* Keep up to date with relevant industry practices and standards and disseminate this knowledge as appropriate;

**Operations**

* Ensure that the cleaning specification is fully implemented and adhered to;
* Maintain and seek opportunities to improve standards, setting targets for cleanliness, orderliness and appearance, and identify solutions to continuously improve areas that fall below standard;
* Actively contribute to Environmental Committee meetings and wherever possible source products in line with the Environmental policy;
* Ensure effective waste management with reference to the Environmental Policy;
* Build relationships with suppliers and ensure the highest standard of delivery of goods and services;
* Ensure the proper maintenance of all equipment making arrangements for repair and / or replacement as necessary;
* Manage and maintain stock levels;
* Report maintenance jobs as required.

**Finance**

* Maintain the housekeeping budgets providing invoices and associated paperwork in a timely manner;
* Accurately control and account for petty cash;
* Manage all associated budgets and stock, actively monitoring spend in all areas.

**Health & Safety**

* Be fully conversant with the theatre’s emergency and evacuation procedures;
* Maintain a good working knowledge of all relevant Health & Safety legislation and good practice in relation to, but not restricted to, the following areas:

Risk Assessment

Manual Handling

Care of Substances Hazardous to Health (COSHH)

Provision and Use of Work Equipment (PUWER)

Hazardous waste

* Act as a key holder and be responsible for opening up and locking up and maintaining the security of the building and its contents, as required;
* Take responsibility for Fire Watch and leading the emergency and evacuation procedures, as required;
* Be responsible for organising and implementing pest control measures;
* Take responsibility for completing regular Health & Safety checks and maintain up to date computerised records;
* Monitor the appearance and fabric of the theatre and take appropriate action to initiate repairs and refurbishment.

**General**

* Be proactive in making decisions with relation to housekeeping operations;
* Encourage all staff and volunteers to be positive and upbeat ambassadors for the Coliseum at all times;
* Undertake any relevant training as may be appropriate;
* Advocate and represent the Coliseum both internally and externally;
* Maintain the confidentiality of all affairs of the Company that should properly remain confidential;
* Develop the theatre as a resource for its communities and support all aspects of the Learning and Engagement programme;
* Attend internal and external meetings as required;
* Maintain a clean, tidy, uncluttered, professional working environment, particularly with reference to work areas on view to the public;
* Communicate with all customers, staff, external agencies and users in a professional and effective way;
* Supervise the work of casual staff, and trainees in the department if required;
* Work in a spirit of co-operation with other Coliseum departments;
* Advise the Head of Customer Services, at the earliest opportunity, of any difficulty in carrying out expected duties;
* Ensure Housekeeping procedures conform to legal requirements and Coliseum policies and standards with regards to Health & Safety, Equal Opportunities, Environmental and Customer Care. You will be expected to take responsibility for the ongoing development of policies and contribute to the overall profile and reputation of the Coliseum;
* Undertake any other relevant duties as may be requested by the Head of Customer Services.

**Person Specification**

**EXPERIENCE**

Essential

* At least two years’ experience in a similar role;
* Experience of working in a customer facing environment
* Proven experience of line managing staff
* Knowledge and experience of relevant Health & Safety legislation;

**SKILLS**

Essential

* Computer literate with a good working knowledge of Microsoft Office;
* Excellent verbal and written communication skills;
* Ability to operate industrial cleaning equipment;
* Petty cash and budgeting skills;
* Strong organisational skills with high standards of accuracy and attention to detail.
* Good administrative skills with the ability to maintain systems and records

Desirable

* A full clean driving licence;

**ATTRIBUTES**

Essential

* Strong personal management skills: the ability to plan and prioritise work, deal effectively with pressure, manage competing demands and retain a positive and optimistic approach;
* A strong team player able to contribute energy and enthusiasm;
* Hardworking, highly motivated and committed to best practice;
* Ability to analyse housekeeping requirements across the organisation and schedule workloads accordingly;
* Adaptability and flexibility of approach;
* An assertive and proactive attitude towards change;
* A proactive attitude to training;
* Reliable and self-motivated, with the ability to work with the minimum of supervision and take initiative when required;
* Willingness to work unsociable hours, weekends and Bank Holidays, as required;
* An understanding of, and commitment to, diversity and inclusion;
* Commitment to promoting a positive image of the Company;

Desirable

* Enthusiasm for the arts and for theatre in particular;