

Job Description

Job Title: Facilities Team Member- Zero Hours
Hours: Morning shifts (typically 05:45-08:45)
Reports To: Facilities Team Supervisor

General Information

Theatre Royal Windsor is an exciting and thriving regional theatre and is proud to be the only unsubsidized producing theatre to operate all year round in Britain. The theatre hosts a busy programme of shows and events focusing on drama and musicals, supported with live music comedy and dance. The auditorium seats 633 and the building is grade 2 listed.

Theatre Royal Windsor is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The theatre produces and opens a large number of Bill Kenwright touring productions, in addition to its own in-house productions and the annual pantomime.

Theatre Royal Windsor is keen to ensure that we actively engage with all residents and visitors to the area and is developing a new outreach and education programme and more diverse offer at the theatre.

The business plan aims to position the theatre as a key cultural hub that aims to meet its vision statement:

“To provide a first-class regional theatre that is recognised nationally, that produces and presents a core programme of drama and theatre for all residents and visitors to the Windsor area. Acting as a key cultural hub, encouraging participation and engagement with performing arts and supporting the development of staff, artists and audiences.”

We would like to see this role expand and progress alongside the expansion and progression of our education, outreach and artistic programme.

Main Purpose

We are looking for an individual to join our Facilities Team, in ensuring that high standards of cleanliness, hygiene and presentation are met across the building. Working as part of a team, the role involves cleaning front of house, back of house and office areas to ensure a safe and welcoming environment for our audiences, staff, performers and visitors.

Responsibilities Include:

1. Work collaboratively with the cleaning team to maintain cleanliness throughout the theatre.
2. Clean the front of house areas, including the foyer, auditorium, bar areas, corridors, stairs and the public toilets.
3. Clean the Back of House areas, including dressing rooms, corridors and staff facilities.
4. Clean offices, kitchens and staff toilets.
5. Sweep, mop, Hoover, and polish floors as required.
6. Dust, wipe and sanitise surfaces, furniture, fixtures, handrails and high touch areas.
7. Empty waste and recycling bins, disposing of waste in accordance with our in-house procedures.
8. Replenish consumables when required, for example, hand towels, hand soap and toilet roll.
9. Ensure the safe use, storage, handling and disposal of cleaning chemicals, in compliance with COSHH (Control of Substances Hazardous to Health) Regulations.
10. Follow all health and safety procedures, and immediately report accidents, hazards, defects or near misses.
11. Report any maintenance issues, damage, shortages of cleaning products, or health and safety concerns to the Cleaning Supervisor or Operations Manager.

PERSON SPECIFICATION

Position Title:	Facilities Team Member	Date Prepared:	15.06.26
Department:	Facilities		

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Previous cleaning experience is preferred, ideally within a theatre, hospitality, entertainment or public-facing environment.	✓		AF/ I
1.2	Ability to work effectively as part of a team and support colleagues to complete tasks effectively.	✓		AF/ I
1.3	Good attention to detail and commitment to maintaining high standards of cleanliness and hygiene.	✓		AF/ I
1.4	Reliable, punctual, and able to work independently when required.		✓	AF/ I
1.5	Good communication skills and the ability to follow instructions clearly.		✓	AF/ I
1.6	Understanding of health and safety, including safe working practices and manual handling.	✓		AF/ I
1.7	Knowledge of the safe use, storage and handling of cleaning chemicals in line with COSHH Regulations.	✓		AF/ I
1.9	Willingness to work mornings, weekends and public holidays as required.	✓		AF/ I
2.	COMPETENCIES			
	LEADING AND SUPERVISING			
2.1	a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre	✓		AF/ I
2.2	WORKING WITH PEOPLE a. Demonstrates an interest in and understanding of others	✓		AF/ I

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses 			
2.3	<p>RELATING AND NETWORKING</p> <ul style="list-style-type: none"> a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others 	✓		AF/ I
2.4	<p>ANALYSING</p> <ul style="list-style-type: none"> a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system. 	✓		AF/ I
2.5	<p>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way e. Consistently achieves project goals 	✓		AF/ I
2.6	<p>ADAPTING AND RESPONDING TO CHANGE</p> <ul style="list-style-type: none"> a. Adapts to changing circumstances b. Accepts new ideas and change initiatives c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences e. Deals with ambiguity, making positive use of the opportunities it presents 	✓		AF/ I
3	EDUCATION AND TRAINING			
3.1	A minimum of 3 GCSE grade A*-C passes, including in English and Mathematics.	✓		AF
3.2	Fire Marshal Trained		✓	AF
3.3	First Aid at Work qualification		✓	AF



Theatre Director: Anne-Marie Woodley

Executive Director: Jon Woodley

Theatre Royal Windsor
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