



# Cleaning & Housekeeping Supervisor

Due to commence ASAP



# Contents

About us .....	3
Our Values .....	4
The Department .....	5
The Role.....	5
What are my responsibilities? .....	6
Who should apply? .....	7
Why work for us? .....	8

## About us

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

More than half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Today Sadler's Wells consists of the Sadler's Wells Theatre (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' colleagues.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

## Coming soon...

Our fourth venue Sadler's Wells East will open in 2024 in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London.

Sadler's Wells' new space will house a 550-seat mid-scale theatre, as well as facilities for the Rose Choreographic School and Academy Breakin' Convention.

## Our Values

### COLLABORATION



- We are encouraging and supportive
- We work as one collective team
- We listen and empower every voice
- We seek and value diversity of thought and experience
- We pool our knowledge, resources and creativity
- We create opportunities to work strategically and in partnership

### EXCELLENCE



- We are ambitious and driven
- We make and share meaningful, exciting and impactful dance
- We do the best we can each day
- We continuously learn and develop our skills
- We operate sustainably by managing our resources effectively
- We hold each other accountable

### INCLUSION



- We are brave and kind
- We create a safe place so colleagues can bring their full selves to work
- We celebrate and respect our differences
- We remove barriers to access or equality
- We actively address all forms of discrimination
- We engage and reflect the diverse communities we are part of

### INNOVATION



- We are curious and bold
- We find a better way in the every day
- We challenge and question why, and why not
- We take creative and calculated risks
- We cultivate ideas, try new things and embrace change
- We learn and grow from our mistakes and successes

## The Department

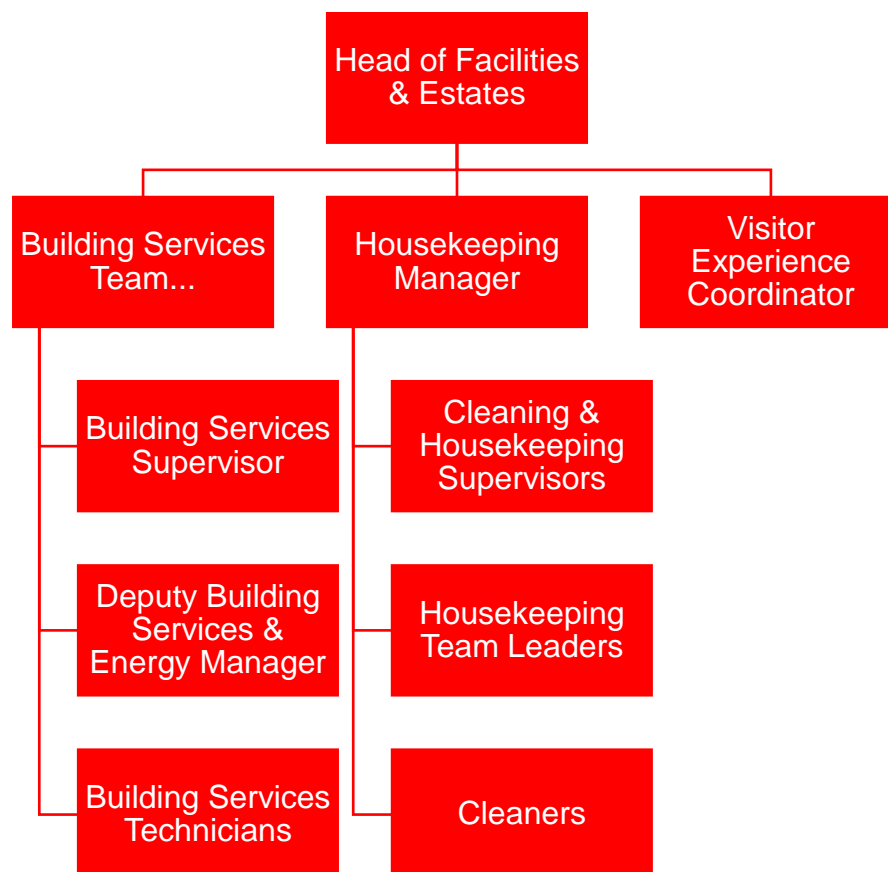
The Housekeeping team is part of the Visitor Experience Department. The purpose of the Visitor Experience Department is to create a consistent and exceptional visitor experience throughout our venues that reflects and enhances the organisation's vision.

The department is led by the Director of Operations and consists of Building Services, Cleaning and Housekeeping, Front of House and Stage Door and Security.

## The Role

The principal responsibility of the Cleaning & Housekeeping Supervisor is to help ensure excellent standards of cleaning, with a focus at Sadler's Wells East, and reports to the Housekeeping Manager.

As Cleaning & Housekeeping Supervisor, you will be committed to delivering the highest standards of cleanliness within our venues on a day-to-day basis and all events and performances. Dealing courteously with members of the public when they are present, acting as an ambassador for Sadler's Wells. Working closely with the Housekeeping Manager you will assist with organising and delivering a smooth housekeeping operation.



# What are my responsibilities?

## Team and Operations

- Assist the Housekeeping Manager to recruit, train and develop all the team members.
- Arrange and carry out the induction and 'on the job' training of cleaning team at Sadler's Wells East (SWE).
- Deputise for the Housekeeping Manager and attend operations meetings as appropriate.
- Lead by example and maintain a 'hands on' approach, instruct and assign tasks, conducting regular 1:1s as required.
- Monitor contractors' or agency work with regards to cleaning and waste. Ensure that performance issues are reported to the Housekeeping Manager in a reasonable time.
- Liaise with the Housekeeping Manager to offer general assistance to the housekeeping team to complete cleaning tasks.
- Set up events and furniture removal.
- Manage equipment and cleaning supplies assist with stock control and ordering.
- Create schedules for the department and report absences, adjusting staffing requirements to suit shows and events.
- Check business on Artifax to ensure targeted effort.
- Manage Housekeeping Helpdesk Zendesk.

## Quality Standards

- Monitor Sadler's Wells strategies to proactively measure and manage standards at both venues with the Housekeeping Manager.

- Work with Housekeeping Manager to monitor cleaning standards at all venues, and between usage times.
- Liaise with the General Manager at SWE, to ensure that standards are agreed and satisfactory for opening to the public.

## Health and Safety

- Ensure Health & Safety is adhered to at all times.
- Ensure cleanliness of the area is maintained at all times and all relevant paperwork is completed and filed
- Report any damages to equipment or building immediately
- Ensure accident reporting procedure is followed at all times

## General

- Live, breathe and role model our organisational values of Excellence, Collaboration, Inclusion and Innovation, being aware of the influence and impact you can have as a leader at Sadler's Wells.
- To carry out all administrative work generated by the above activities.
- Attend occasional meetings, training sessions and other events, which may take place outside normal working hours.
- Undertake other duties as may be reasonably required.
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, Safeguarding and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premise.

*THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.*

## Who should apply?

The successful applicant will demonstrate the following skills, experience, and personal qualities:

### Skills and Experience

#### Essential

- Experience in supervising a cleaning team.
- Substantial cleaning experience, to include:
  - Experience of working as a cleaner and ability to clean to very high standards
  - Experience of leading, developing, training and rostering staff
  - Experience of working in an environment where high standards of cleaning are required
- Experience of controlling cleaning supplies
- Knowledge of relevant health and safety issues, to include COSHH, Manual Handling, Safe Practice Codes
- A real commitment to providing the highest level of service to all our customers, internal and external e.g. patrons, members of visiting companies and colleagues
- Honest, reliable and punctual
- A flexible and adaptable attitude to the post, working hours five days out of seven (including bank holidays and weekends)
- Ability to carry out the physical demands of the job
- Ability to work with a team and lead by example
- Able to learn about new cleaning methods and equipment and be able to demonstrate these
- Strong desire to develop and train within the business
- Proactive in problem solving
- Proficient in the use of all Microsoft Office programmes i.e. Excel, Word, Outlook
- Must hold the right to work in the United Kingdom

#### Additional, but not essential

- Some knowledge of requirements of a wide range of finishes and various cleaning materials and methods
- Experience of working on multiple sites

If you don't have everything listed here, but believe you have demonstrable experience to take into consideration, please apply. We are aware every applicant will have strengths and development areas to accommodate, and we are open to discussions around how we can support the postholder.

## Why work for us?

You will be a key part of our mission to make and share dance that inspires us all and delivering our vision to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

- You will be offered a salary of £31,985.80 per annum based on a 35 hour working week, plus an additional paid meal break each day
- You will get 25 days annual leave per holiday year, with an additional three days after five years' service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- Additional pay for parental and family leave subject to eligibility
- You will have access to our Employee Assistance Programme (EAP) to support your wellbeing
- You will engage in learning and project opportunities to develop personally and professionally, and support your career journey
- You can access an interest-free Season Ticket Loan and a Cycle to Work salary sacrifice scheme
- You will be eligible for a death in service insurance policy covering twice your annual salary
- You will be encouraged to attend performances at both theatres with a discretionary allocation of tickets to employees (subject to availability), and a Sadler's Wells colleague discount at the Garden Court Café
- We welcome everyone through our doors and encourage and enable people to be the best versions of themselves and to feel confident and capable in their roles
- We embrace a blend between home and office working, and we welcome a conversation about flexible working and your needs
- We celebrate diversity in the dance we share and showcase, and in our workplace. We are working hard to be more inclusive and increasing access both on stage and off and have a number of commitments to make lasting changes in the way we work

### Making an application

A Job Description and Person Specification are included in this document. If after reading you are still interested in applying, please find further details and information on how to apply [here](#).

If you would like support or have any queries regarding the format or submission of the application, please contact us on [recruitment@sadlerswells.com](mailto:recruitment@sadlerswells.com).

We welcome applications from people from all backgrounds who feel they align with our mission, vision and values. We are international and multicultural on our stages, and we want to reflect that in our organisation. By celebrating difference and incorporating diverse points of view and experiences, we can become closer to our artists, audiences and the communities we serve.

We are proud to be a Disability Confident employer meaning we have been certified by the government as actively taking steps to attract, recruit and retain disabled workers. We understand that some disabled colleagues will need adjustments to help them perform to the best of their ability – these can be changes to the built environment and furniture, the tools and technology they use in doing their job, aspects of the role, ongoing support or working arrangements.

Sadler's Wells is a PiPA (Parents and Carers in Performing Arts) Charter Partner, striving towards creating a more family friendly working environment.

**This is an ongoing vacancy and we aim to contact candidates on an ad-hoc basis. Once a suitable candidate is appointed, this vacancy will close without further notice.**

