CLEANERS – FIXED TERM



School Girls; Or the African Mean Girls Play
Photo by Manuel Harlan



Accidental Death of An Anarchist
Photo by Helen Murray



Iphigenia in Splott
Photo by Jennifer McCord

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future. A local theatre with a national impact.

LYRIC VALUES

Work with integrity and respect
We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow
We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused
We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community
We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** by email to jobs@lyric.co.uk and complete an **online equal opportunities monitoring form**: https://lyric.co.uk/equal-opportunities-form/

The deadline for receipt of completed applications is **3pm Thursday 15th October 2026.**

If you would like to submit your application in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative. (Between 10:00am – 5:00pm, Monday- Friday)

DESCRIPTION FOR THE POST OF CLEANERS – FIXED TERM

Responsible to:	Head of Administration and Resources
Contract:	Fixed Term (Monday 26th October – Sunday 3rd January 2027) may have an earlier start date.
Salary:	£14.27 per hour
Hours/Days:	Rotas will be drawn up 2-4 weeks in advance, based on the post-holders' availability and the needs of the business. Available shifts will begin no earlier than 6:00am, and end no later than 7:00pm. Minimum and average shift length of 3.5 hours. Shifts will be allocated Monday – Sunday, and may cover Bank Holidays.
Holiday:	The Lyric implements 'rolled up holiday pay'. This means that every time you are paid you will automatically receive holiday pay as a percentage of your pay for the hours worked, and it will be shown as a separate line on your payslip. Holiday pay starts at 13.04% and increases with long service to 15.56%
Notice period:	One Week
Pension:	3% pension contribution after qualifying period
Other benefits include:	Employee Assistance Programme, Long service Awards, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

This role is part of the Finance and Resources Department, which is led by the Director of Finance and Resources and comprises of:

- Finance Team
- HR & Administration Team
- Building & Facilities Team
- Security Team
- Housekeeping Team

MAIN PURPOSE OF POSITION

The housekeeping team provide the day-to-day cleaning of the theatre building, undertaking various duties to ensure the building is always presented to the highest standard to all users, visitors and audiences. The main purpose of this position is to ensure that the Main House Auditorium, Studio Theatre and Front of House areas maintain a high standard of cleanliness throughout our busy season by working efficiently during tight turnaround periods.

PRINCIPAL DUTIES

- Vacuum auditorium areas at specified times for show turnaround.
- Assist VEA with litter picking in auditorium areas.
- Clean toilets, sanitary areas and washrooms to the required standard.
- Refill and replace soap and toilet rolls as required
- Clean surfaces, window ledges, fixtures and fittings using appropriate equipment, materials and detergents for designated areas.
- Clean and polish glass in doors and balustrades.
- Sweep, mop or vacuum designated areas as required.
- Empty bins, taking waste to the designated disposal point.
- Follow the schedule set by the Facilities Manager, checking at the start of each shift for changes.
- Undertake additional cleaning duties as required in emergencies and to cover for other cleaners in the event of staff shortage.
- Follow Health & Safety and COSHH policies, ensuring chemicals are safely stored and used appropriately.
- Take appropriate action where hazards are identified.
- Ensure adequate stocks of cleaning materials are maintained informing the Facilities Manager when items need to be replenished.
- Ensure that the equipment used is kept in good working order informing the Facilities Manager of any defects.
- Report any building damage, defects or maintenance issues to the Facilities Manager.
- Establish and maintain good relationships with all colleagues and visitors to the Lyric Theatre.

GENERAL DUTIES

- Undertake training as required.
- Attending meetings as required.
- To act always in the best interests of the Lyric Hammersmith Theatre.

- To adhere to the Lyric's Equality, Diversity and Inclusion Policy, Anti-Racism Strategy, Health & Safety Policy and any other policies or plans the Lyric may introduce in the future.
- Work at all times in accordance with the Lyric's Environmental Sustainability and Action Plan and proactively develop and encourage environmentally sustainable practice.
- To undertake any other duties as agreed with the Facilities Manager as is appropriate to the post

This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

Essential Criteria

- Ability to be flexible in shifts worked
- Good communication skills
- Reliable and trustworthy
- Ability to remain calm under pressure and prioritise effectively
- Ability to use own initiative
- Ability to work independently and follow instructions
- Ability to also work collaboratively within the wider team
- Positive and flexible approach to work

Desirable Criteria

- Experience of cleaning in a Theatre, Cinema, Hotel or public building.
- Knowledge of specialist cleaning equipment such as carpet shampooers.

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality, Diversity and Inclusion Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio- economic background, trade union activity or political activity or opinion.

The Lyric Hammersmith Theatre has made a commitment that applicants with disabilities who meet the essential criteria for this job will be invited to interview. We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and supports parents and carers working in theatre.

APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk. (Between 10:00am – 5:00pm, Monday-Friday)

We look forward to receiving your application.