



# CANDIDATE INFORMATION PACK

Housekeeper

Closing Date: noon 8 September 25

GRAND  
OPERA  
HOUSE



Thank you for your interest in joining the team at Belfast's Grand Opera House.

We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

As Northern Ireland's Premier Theatre, we are proud to present an unrivalled programme of drama, musicals (many direct from the West End), opera, comedy, and one of the most successful pantomimes in the UK and Ireland which brings 76,000 people through the doors every Festive Season. The Theatre's Studio, with 125 seats, is an adaptable space which showcases the work of local writers, artistes and producers. Beyond the work on our stages, we deliver an award-winning Creative Learning Programme which, through our performance programme and colourful heritage and history, connects the Grand Opera House with communities, and schools and colleges throughout Northern Ireland through a range of exciting workshops and events.

The Theatre, which opened in December 1895, benefited from a £12.2 million restoration and development project in 2020/21, the most extensive work undertaken since the Grand Opera House was rescued from demolition in the mid-1970s, restored and reopened in 1980. As well as returning the auditorium to its original and opulent splendour, the first-ever heritage exhibition celebrating 125 years of the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

This is a hugely exciting time to be joining the Grand Opera House, and I wish you every success with your application.

Ian Wilson  
Chief Executive





## Working at the Grand Opera House

Whether you are a Technician or Marketing Manager, Housekeeper or Box Office Assistant, working at the Grand Opera House is a unique experience.

This is partly because the Theatre's core product changes almost every week outside of the six-week pantomime season. The Grand Opera House's programme moves from West End musical to gripping drama to stunning opera in successive weeks which means working in a fast-paced, constantly changing, and richly diverse environment.

It's also because everyone who works at the iconic Grand Opera House is a custodian of one of the best-loved and most stunning buildings in Northern Ireland, which has a history as rich and fascinating as the design of its famous auditorium. Few people can say they work in a venue that has been graced by a galaxy of stars including entertainers like Charlie Chaplin, Laurel & Hardy and Morecambe and Wise; actors like Laurence Olivier, Sarah Bernhardt and Ian McKellen; opera singers such as Lesley Garrett, Nellie Melba and Luciano Pavarotti; ballet dancers including Darcey Bussell, Sylvie Guillem and Carlos Acosta; comedians like Rowan Atkinson, Steve Coogan and Victoria Wood; and film stars including Orson Welles, Roger Moore and Anthony Hopkins.

The Grand Opera House is one of the largest employers in Northern Ireland's arts sector, and roles at the Theatre cover many different disciplines; from technicians who work behind the scenes on stage and administrative staff who work in the Theatre's offices, to front-of-house hosts and tour guides, and our award-winning Creative Learning team. Whatever the job title, Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime.

The Grand Opera House has charitable status and is governed by a Board of Trustees who work closely with the Chief Executive in overseeing the management and long-term strategies and objectives of the Theatre.

If you love theatre and are passionate about helping the Grand Opera House realise its ambitions, we'd love to hear from you!

## Job Description

The Housekeeper is responsible for ensuring that the Theatre is cleaned and presented to an exemplary standard. The Housekeepers work independently to complete their daily housekeeping duties as part of a larger team and are responsible for ensuring that all the required Health & Safety checks and procedures are adhered to.

The Housekeeper is line managed by the Housekeeping Supervisor.

## Key Responsibilities

### Main Duties

- Undertake housekeeping duties to maintain a high level of cleanliness and presentation in all areas of the Theatre, both back and front of house
- Complete daily housekeeping checklists and ensure that they are signed off by the Housekeeping Supervisor
- Follow the necessary cleaning schedule to ensure the efficient and timely completion of housekeeping tasks
- Be responsible for personal safety and comply with the Theatre's Health & Safety policies, procedures and safe working practices at all times
- Complete specialist cleaning as and when required
- Maintain a safe working environment when completing housekeeping duties
- Dispose of the Theatre's waste safely and in a timely manner
- Replenish cleaning supplies as required
- Ensure housekeeping supplies are handled and used safely and correctly in line with the Theatre's safe working practices and the COSHH Regulations
- Ensure housekeeping equipment is handled with care and stored correctly and in good working order
- Be responsible for Personal Protective Equipment and comply with PPE guidance at all times
- Be vigilant and report any defects in fixtures, fittings and equipment or hazards to the Housekeeping Supervisor or Building Services Manager in order to prevent accidents or incidents that might cause harm to others
- Assist with housekeeping stocktakes if required
- Report all incidents, accidents and near misses in accordance with the Theatre's procedures
- Deputise for the Housekeeping Supervisor as and when required

This is not an exhaustive list and other duties will arise that the Housekeeper will be expected to deliver. All staff are required to be professional, co-operative and flexible in line with the needs of the post and the Theatre.

## Person Specification

The Housekeeper will be a confident and flexible individual with experience of working in a similar housekeeping role. An understanding of Health & Safety requirements and how it applies to this role is essential, and candidates must be able to demonstrate the confidence and ability to work independently on a daily basis as well as part of a team, and their ability to prioritise housekeeping tasks.

### Essential Experience

- At least one years' paid work experience in a similar cleaning or housekeeping role
- Proven experience of working independently to complete daily housekeeping duties as part of a larger housekeeping team.





## Essential Skills, Abilities and Knowledge

- A good understanding of the Health & Safety checks and procedures that need to be followed in this type of role
- Confidence and ability to work independently on a daily basis and prioritise housekeeping tasks
- Good communication skills and the ability to work as part of a team
- Basic IT proficiency of Microsoft Word and Email
- A good standard of numeracy and literacy
- Must be physically fit and capable of meeting the requirements of a physically demanding job with a high proportion of manual handling and practical cleaning work

## Terms and Conditions

The Housekeeper wage is £12.21 per hour and this role is required 25hrs a week across five shifts. Hours of work will be rota'd between across seven days of the week (including bank holidays) The majority of housekeeping shifts will be scheduled from 8.30am -13.30pm, however at least one shift a week will be an evening shift from 4.00 – 9.00pm. Additional hours may also be available, and flexibility is expected from the Housekeeping Team to support the Theatre's performance and events schedule.

The collective agreement between BECTU and UK Theatre applies to this role.

Location: Grand Opera House, Great Victoria Street, Belfast.

Probationary Period: the first six months following appointment will be probationary

The successful candidate will also receive

- Annual leave allowance of 20 days with 11 statutory holidays
- Access to a free and confidential Employee Support Programme
- Auto enrolment in pension scheme with employer contribution
- A comprehensive induction, training and development and wellbeing programme

The Grand Opera House Trust is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.

## Disclosures

The Grand Opera House will seek confirmation that the successful applicant has the right to work in the UK. Any offer of employment will be made subject to verification of the right to work in the UK, receipt of satisfactory references and a satisfactory Access NI Disclosure. The Grand Opera House's policy on the Handling and Storing of Disclosure Information is available on request from [recruitment@goh.co.uk](mailto:recruitment@goh.co.uk).

Having a criminal record will not necessarily debar you from working for the Grand Opera House Trust. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the Police Service of Northern Ireland. The Grand Opera House's policy on the recruitment of ex-offenders is available on request from [recruitment@goh.co.uk](mailto:recruitment@goh.co.uk).

## Applications Process and Timetable

Please complete the online application and monitoring form which is available on the Theatre's website before **noon on Monday 8 September 2025**. Incomplete application forms or application forms received after this date will not be accepted.

CVs will not be accepted directly or through referral by a recruitment agency.

The online application form is available at [Careers | Grand Opera House](#)

If you require any reasonable adjustments to support your application, please contact us at [recruitment@goh.co.uk](mailto:recruitment@goh.co.uk)

**It is expected that the interviews for this role will be held later on during w/c 8 September 2025.**

## Online Application Form

It is important to note that once you start our online application form you will need to fully complete it. You will not be able to save the form and come back to it at a later stage. Therefore, we would encourage you to prepare your answers in advance of starting to complete the online application.

The online form is split into six sections, personal details, education and training, employment, further information, declaration and monitoring.

So please make sure you have all your personal details at hand including your national insurance number, as well as details and dates of your educational qualifications and employment history before you start.

Within the Employment Section you will be able to ask to explain how your work experience is relevant to this vacancy. It is important to make sure you provide sufficient details about your work experience to enable us to assess whether your work experience meets the essential criteria for this role, which is as follows;

### Essential Experience

- At least one years' paid work experience in a similar cleaning or housekeeping role
- Proven experience of working independently to complete daily housekeeping duties as part of a larger housekeeping team.

Within the further information section you will be asked to provide specific examples to demonstrate some of the key skills and experience required for this role. Failure to provide sufficient information or detail in this section may mean that we are unable to determine whether you meet the essential criteria and therefore your application will not be shortlisted.





For the Housekeeper role the questions in the further information section are as follows;

1. Please detail below your experience of working independently to complete daily housekeeping duties and your ability to prioritise housekeeping tasks. (Max characters: 2000)
2. Please provide examples to demonstrate your experience of adhering to Health & Safety cleaning procedures and checks. (Max characters: 2000)
3. Please provide examples to demonstrate the strength of your communication skills and your ability to work as part of a team. (Max characters: 2000)

Good luck with your application and thank you for your interest in working at the Theatre.

