



# NEW VIC

Cleaner  
Information Pack  
April 2025

## Welcome

We are recruiting two Cleaners to join our hard-working Housekeeping team, each on a permanent, part-time contract.

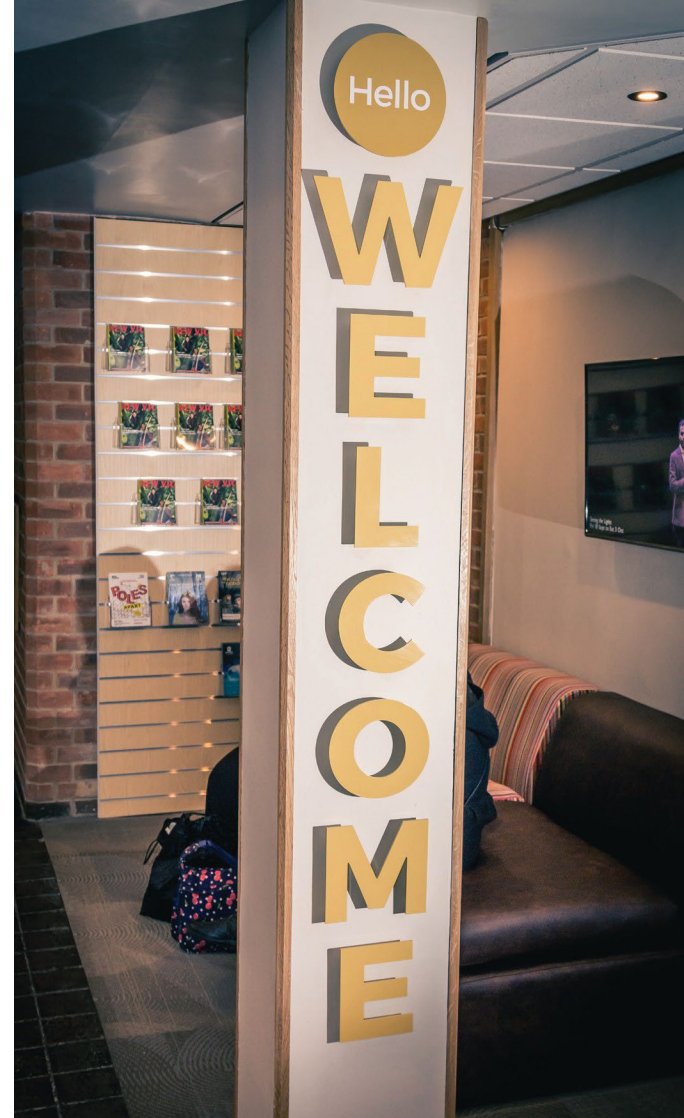
The successful candidate will be expected to maintain high standards of cleaning throughout our buildings, with each cleaner being designated a particular area of responsibility. Duties include vacuuming, cleaning the auditorium, front of house areas, toilets, administration offices, backstage areas and rehearsal rooms.

Applicants must have experience of general cleaning activities, be reliable, able to work with minimal supervision and work to a high standard.

The deadline for applications is **Wednesday 23 April at 5.00pm.**

Interviews will be held **week commencing 28 April.**

We hope that this pack will answer all your questions, but if there is anything else you would like to know about the role or working at the New Vic, please do get in touch on 01782 381371 or by email at [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk)



# Cleaner

## Role Purpose

The New Vic Theatre comprises of an auditorium with an overall seating capacity of 596, a Studio Theatre, restaurant, sweet shop, two public bars, and a gift shop. Backstage there is the Drum, the Atrium, workshops and the Theatre Offices. Our annexe building, New Vic Workspace, is a three story building built to accommodate the theatres growing needs. The basement and first floor are storage for props, furniture and costumes and the top floor has an activity space, two break-out rooms, an office and small kitchen.

Working as part of a team of five you will be expected to maintain high standards of cleaning throughout both buildings. The duties are divided evenly between the team by the Head of Housekeeping, with each cleaner being designated with a particular area of responsibility. Duties will include vacuuming, cleaning the auditorium, front of house areas, (this will include the toilet areas which must be cleaned on a daily basis), administration offices, backstage areas, Studio, Workspace and any other tasks as required by the Head of Housekeeping or Theatre Manager.

## Duties

- General cleaning duties to maintain the standard of the theatre's front of house and backstage areas, including Workspace.
- Ensure toilets are clean and stocked with sufficient soap and toilet rolls.
- Empty any full bins, dispose of rubbish appropriately and replace with fresh refuse bags.
- Clean and sanitise touch points within the front of house areas, toilets and auditorium.
- Report any maintenance issues to Head of Housekeeping or Theatre Manager.
- Open the building and complete and record pre-opening check list.
- Deal with any enquiries/deliveries prior to the building opening to the general public.
- Shared responsibility for the overall security of the building prior to building opening to the general public.
- Adhere to Health and Safety and COSHH regulations.
- Report any low levels of cleaning materials to the Head of Housekeeping.
- Occasionally provide cover for 'pick ups' and cleaning the auditorium between shows, during our Christmas production.
- To attend training as required.
- To comply with all New Vic Policies and procedures.
- Any other duties as may reasonably be requested by the Head of Housekeeping or Theatre Manager.

## Cleaner - Terms and Conditions

### Contract

These two roles are offered on a permanent, part time contract, commencing as soon as possible.

### Salary

The salary for this role is £12,222 (based on an average of 19 hours per week). Wages are paid monthly in arrears by credit transfer.

### Hours of Work

This is a part-time post, working 76 hours per 4-week rota (average of 19 hours per week) as follows:

- Each shift is 4 hours in length, from 5am till 9am.
- Three of the four weeks – working 5 days out of 6 (Monday to Saturday) Total 20 hours for 3 weeks.
- One week in 4 - working 4 days out of 6 (Monday to Saturday). Total 16 hours for 1 week.
- Each shift is generally 5am till 9am.

For the right candidate we will consider requests for minor adjustments to the total number of contracted hours, between 72 and 80 hours per 4 weeks rotation. Please state any request in your application cover letter.

The rota will be produced on a monthly basis by the Theatre Manager. The following month's rota is generally produced 2 weeks into the current rota period.

The successful candidate is required to be flexible to work the hours needed to meet the operational demands of the New Vic Theatre. On rare occasion this may include Sunday's and Bank Holidays. Any hours in addition to your normal hours will be agreed in advance with the Head of Housekeeping or Theatre Manager.

### Holiday Entitlement

The annual holiday entitlement for this role is 20 days per annum (pro rata), plus Bank Holidays. This will increase to 22 days pro rata following three years continuous service and 25 days pro rata following five years continuous service.

The holiday year runs from 1 April to 31 March.

### Probationary & notice period

The probationary period for this post is 6 months. The notice period during the probationary period is 2 weeks. Following successful completion of the probationary period, the notice period is 4 weeks.

### General

All eligible staff are automatically opted in for the New Vic's basic pension scheme under auto enrolment legislation.

All offers of employment are subject to the candidate being able to provide suitable proof of their eligibility to work in UK, references and medical declaration.

## Person specification

These are the qualities we are looking for in our Cleaners.

### Essential Criteria

#### Experience

- Experience of general cleaning activities.

#### Knowledge and Skills

- Ability to maintain high standards of cleanliness in accordance with specified rotas.
- Good attention to detail.

#### General Attributes

- Good punctuality and reliability.
- Ability to adhere to Health and Safety and COSHH regulations.
- Ability to work with minimum supervision.
- Ability to work unsociable hours including Saturdays.
- Willing to undertake training as required.

### Desirable Criteria

#### Experience

- Experience of cleaning in an industrial setting.
- Experience of dealing with customer enquiries.
- Experience of working in a theatre.

#### Knowledge and Skills

- Basic Knowledge of Health & Safety and COSHH regulations.

#### General Attributes

- Demonstrable interest in theatre.

*'Staffordshire's New Vic proves what a regional theatre with ambition and imagination can do'.  
The Guardian*

The New Vic is unique. The first purpose-built theatre-in-the-round in Europe and a ground-breaker in the integration of professional theatre-work with an extensive community and education programme, we make theatre that is valued by local audiences and recognised nationally and internationally.

We believe in the power of theatre to change lives. We also believe that everyone should have access to great theatre and on average 180,000 people visit the New Vic each year.

The New Vic has forged a national reputation for producing first class theatre. We have a full in-house creative team, including costume, scenic workshops, lighting, sound and design.

Our extensive community and education programmes reach over 25,000 people annually, with award-winning New Vic Borderlines, and New Vic Education departments ensuring we are key to the cultural life of the region. Alongside this the theatre leads Appetite, an Arts Council England Creative People & Places programme, to engage more people in Stoke-on-Trent and North Staffordshire in the arts.

The New Vic is a registered charity with a turnover of £5 million and operates thanks to a unique partnership between Arts Council England, Newcastle-under-Lyme Borough Council and Staffordshire County Council.





*'a dark and dynamic production, ravishing in both senses'*  
The Guardian on *The Company of Wolves* (2024)



*'an entertainingly frightening ride'*  
The Stage on *The Haunting* (2024)



*'exemplary staging outdoes the original'*  
The Observer on *One Man, Two Guvnors* (2024)



*'the New Vic's usual level of inventive stagecraft magic... makes this  
an entertaining, attention-grabbing visual treat'* The Stage on  
*The Nutcracker: A Christmas Fairytale* (2023/24)



*'an inventive, tongue-in-cheek reinvention of the story'*  
The Telegraph on *The Killing of Sister George* (2023)



*'a sublime theatrical rabbit hole'*  
*'Theresa Heskins matches the imagination of Lewis Carroll with a theatrical  
inventiveness of her own'* The Guardian on  
*Alice in Wonderland* (2022/23)



## Applying

The New Vic aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector.

The New Vic is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce, especially applicants with a disability, applicants who are LGBTQIA+ or applicants of African or Caribbean heritage, South, East and South-East Asian heritage or anyone who experiences racism.

### How to apply

Please forward your CV and a covering letter giving a brief outline of why you think you would be suitable for this role and how your skills match the person specification to [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk) using the subject line Cleaner, or post them to Administration Department, New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG.

The deadline for applications is **Wednesday 23 April at 5.00pm**. Interviews will be held **week commencing 28 April**.

We want to make sure that our application process is accessible to everyone, so please do tell us if you need any of this information in another format (e.g large print, audio).







New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG Stoke-on-Trent & North Staffordshire Theatre Trust Ltd. Company registration number: 911924. Charity registration number: 253242. The New Vic Theatre operates thanks to partnership between the Arts Council England, Newcastle-Under-Lyme Borough Council and Staffordshire County Council.