

STORYHOUSE

Housekeeper - Recruitment Pack





Storyhouse, 2017, Becci Lane

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Welcome from the CEO

Storyhouse is one of the UK's foremost cultural charities; its home in Chester incorporates a library, theatres, and a cinema. It is also an acclaimed theatre producer and runs the country's most successful regional open-air theatre in the city's Grosvenor Park, as well as the innovative Moonlight Flicks open-air cinema each year.

Storyhouse plays an important part of cultural life in Chester and continues to be a beacon of inspiration for many other cities and towns for the role it has played in social and economic regeneration, its successful and unique integration of world-class theatre, cinema, and library facilities, as well as its bold, exciting, diverse, and award-winning programming.

It is also a great place to work. We offer a flexible and supportive working environment, value experience as well as skills and qualifications, and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us,

Annabel





This House is Your House

Storyhouse is a creative community – a place where people come together to be inspired, take part, and make things happen. In the heart of Chester, we welcome more than 850,000 visits each year to our cinema, theatres, and library, which has the longest opening hours of any UK public library.

In 2024-25 we: - supported 6,000+ young people
- hosted 190 free Rhyme-time sessions
- created more than 400 performances indoors and outdoors
- sold nearly 188,000 theatre tickets
- screened more than 1,600 films

Our Grosvenor Park Open Air Theatre, founded in 2010, is now the UK's largest regional open-air theatre, attracting 28,000 people every summer.

Every month, more than 40 community groups use Storyhouse - from LGBTQIA+ and disability groups to refugee integration activities, mental health support sessions, and projects tackling social exclusion. We also run extensive programmes with and for young people: youth theatre, Young Leaders, schools and education work, and collaborations with local partners to reach those least likely to have access to the arts.

As an arts centre and independent creative hub, we bring together theatre, cinema, literature, music, comedy, dance, and community activity under one roof – a place where stories are shared, creativity flourishes, and people from all walks of life can feel they belong.

Across all we do, our aim is to give people the power to build their own creative communities through inspiring stories and shared experiences. We are committed to reflecting the diversity of our region and bringing together people with a wide range of skills, experiences and perspectives to shape our future.



A Midsummer Night's Dream, 2023, Mark McNulty

Our Strategy...

Storyhouse is in an exciting new phase in our evolution as we look to develop our programmes, based on a new strategic plan, to deliver world class arts and meet community needs.

Our Vision:

Here at Storyhouse, culture is owned by everyone.

Our Mission:

We work every day to be a creative home for our communities.

Our Values:

LISTEN CLOSELY.

True empathy takes effort. So we work hard to understand different points of view.

LOOK AROUND.

Opportunities can be spotted by anyone, anywhere, at anytime. So we always have our eyes, ears and minds wide open.

SPEAK UP.

Not everyone's stories have been told. So we use our voices to amplify those that haven't been heard.

STAND UP.

Debate and discussion make things better for us all. So we don't shy away from a challenge.

REACH OUT.

Diverse perspectives solve the hardest problems and make the best decisions. So we seek them out, and invite them in.



A Midsummer Night's Dream, 2023,
Mark McNulty



Our Resources

Storyhouse is a medium-sized charity with approximately 160 staff and a gross revenue of over £7.5 million per year. The charity is financially stable, with a number of steady revenue streams, including a 22-year lease and contract for services with the local authority (Cheshire West and Chester) and NPO funding from Arts Council England for 2023 to 2026. Revenue from commercial activities is also essential to the charity's financial stability, with more than 70% of its revenue earned from ticket sales and other trading

Storyhouse runs two wholly owned commercial trading subsidiaries: Storyhouse Production Company Limited - creating and staging Storyhouse Originals theatre productions - and Storyhouse Catering Company Limited - providing a range of catering, retail, cinema, receiving theatre and commercial services.

Despite our financial stability, like all other charities our resources are being eroded by rising costs caused by inflation and higher energy prices, and as a result of the continued cost of living crisis, demand for free-to-access services (such as warm spaces) is increasing.

Our Building

The original parts of Storyhouse were constructed as an art deco Odeon cinema in 1936, and have been restored, extended and renovated into a library, two state of the art theatres, a cinema, restaurant, and two bars.

The larger theatre is an 800-seat proscenium arch stage. With state-of-the-art facilities, its auditorium spreads across three tiers: stalls, circle and gallery. This same theatre converts into a 500-seat thrust stage (with the audience wrapping around three sides of the stage). In this format, the auditorium spreads across two tiers, with intimate seating putting the audience right in amongst the action.

On top of the building sits the Garret Theatre and Bar. This 150-seat black-box theatre is a flexible, fully-equipped performance, rehearsal, or workshop space. It is designed to be full of work made by local creative companies, individuals, and community groups, as well as a space we hire to companies and individuals.

The 100-seat boutique cinema is designed to honour the original Odeon's history as a cinema in 1936. With red velvet, soft, sunken seating, it is a beautiful event space.

The library spreads right through the building, with a dedicated family-friendly area (with wet play, storytelling room, and arts and crafts) in The Den and extensive book-stocks covering the walls throughout Storyhouse offering opportunities for studying, learning, and research.



The Role

As a Storyhouse Housekeeper, you will be responsible for supporting the Head Housekeeper and Facilities Manager in maintaining the overall presentation and functionality of the building. You will ensure a clean, orderly and accessible environment for all visitors to Storyhouse, that will become a critical factor in maintaining and strengthening our reputation.

This role will suit an individual with previous experience in a cleaning team, and who also possesses integrity and a high level of attention to detail.

Applicants must be available to work shifts 6am-11am and 5pm-9pm as required. Shift patterns could be a week of 6am starts, followed by a week of 5pm starts – flexibility is required.



Role and Responsibilities

You will

- Ensure your work is completed to a high standard and in a timely manner.
- Assist in a deep clean of public and staff areas as required each evening.
- Report any maintenance issues to your line manager, following company procedures.
- Assist with the receipt of cleaning deliveries to the building, including storage and management of products in line with health and safety legislation.
- Undertake general cleaning tasks including hoovering, mopping, dusting, and cleaning windows.
- Ensure public areas and event and performance spaces are clean and safe before the arrival of clients and guests.
- Inspect and clean toilets and other areas on a regular basis, ensuring areas are well-stocked with soap and toilet rolls.
- Assist with receiving and unloading deliveries to the building when required.
- Offer a friendly welcome to Storyhouse, assisting customers with general enquiries when asked.
- Any other reasonable duties required by the Head Housekeeper or Senior Management.
- Be prepared for late finishes when the building closes.

General duties

- Be fully conversant with the company's policies and procedures including H&S and fire and keep up to date with changes on a regular basis.
- Comply with all company governance and policies to avoid risk and minimise company liability.
- Be an advocate for the Storyhouse brand.

Skills & Experience

Personable, approachable, and capable of talking to customers well

Excellent communication and interpersonal skills

Self-motivated and well-presented

Excellent team worker who is also a proactive independent worker

Flexible for a range of shift times

Previous cleaning experience

Experience of working as part of a team

Working knowledge of operating cleaning equipment

Knowledge and experience in the safe use and storage of potentially hazardous cleaning products in accordance with health and safety legislation

Knowledge of cleaning sensitive materials, and treatment of bespoke furniture

Opportunity and Staff Benefits

Title: Housekeeper

Reports to: Head Housekeeper

Salary: £12.71 per hour

Contract: 15 hours per week

30 days annual leave per year, including bank holidays, increasing annually up to a maximum of 3 extra days (Pro rated for part time staff).

Birthday leave

A defined contribution pension scheme or a People's Pension scheme

Employee Assistance Programme, including Medicash

Cycle to Work and Travel to Work schemes

Discounted gym membership schemes

Complimentary tickets and discounts on food and drink

Company sick pay after qualifying service

Application Process

Applicants are asked to submit a cover letter expressing interest in the role and a CV demonstrating relevant experience online at:
www.storyhouse.com/jobs/

Applications should be submitted on or before 10am 11th October.

We will review applications and interview suitable applicants as they are received.

For an informal discussion about the role or support in the application process, please contact our Head of People, Emma Hutt, at peopleteam@storyhouse.com.

No agencies please.





GDPR

Personal Data Notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

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