

Citizens Theatre

Job Description

Role:	Building Maintenance Assistant
Responsible to:	Building & Facilities Manager
Key Relationships:	Operations Team, Concierge Team

Purpose of the Role

The Building Maintenance Assistant supports the Building & Facilities Manager in ensuring the Citizens Theatre building operates safely, efficiently, and to a high standard. You will play a hands-on role in carrying out routine building checks, maintenance, security, and housekeeping coordination, as well as supporting room setups for rehearsals, performances, and events.

Key Responsibilities

Building Operations:

- Support the day-to-day running of the building under the guidance of the Building & Facilities Manager.
- Assist with weekly building checks and promptly report findings, including maintenance, housekeeping, and security issues.
- Undertake basic in-house repairs (painting, minor plumbing, carpentry, basic electrics) to help reduce contractor costs.
- Assist with housekeeping coordination to ensure staff and visitor facilities are always clean, tidy, and well stocked.
- Support room setups and reconfigurations for rehearsals, meetings, workshops, performances, and commercial events.
- Help monitor and maintain signage, furniture, tools, and equipment in good condition.
- Act as a keyholder and support the safe opening, closing, and security of the building.
- Support the theatre's sustainability and waste management processes, including recycling and energy-saving initiatives.

Health & Safety:

- Carry out and record routine safety checks, including fire alarms, emergency lighting, and water testing.
- Support Health & Safety compliance by reporting hazards, incidents, and near misses promptly.
- Ensure first aid supplies are stocked and accessible.
- Assist with Health & Safety inspections, audits, and contractor monitoring.

Contractor & Supplier Support:

- Assist in supervising contractors and suppliers on site, ensuring they follow procedures and Health & Safety requirements.
- Support the Building & Facilities Manager in coordinating planned and reactive maintenance visits.

ICT & Equipment:

- Provide basic assistance with office equipment and ICT setup (e.g. printers, AV, Wi-Fi troubleshooting) alongside contractors.
- Move, maintain, and set up equipment and furniture for staff and events.

Organisational Commitments:

- Carry out other tasks as required, appropriate to the role and level of responsibility.
- Drive change through action and words that advocate inclusion and equality, contributing to a culture that recognises and celebrates diversity.
- Be accountable for yourself and others in line with Citizens Theatre Health & Safety and Safeguarding Policies.
- Help create a positive working environment underpinned by the organisation's values.
- Deliver a warm welcome and excellent customer service to all staff, artists, audiences, and community visitors.
- Contribute to activities that support income generation, commercial hires, and fundraising.
- Support the Citizens Theatre's environmental sustainability goals.
- Undertake relevant training and development as required.

Person Specification

Essential

- Practical experience in building or facilities maintenance, or willingness to learn and develop.
- Awareness of Health & Safety practices, with willingness to undertake training (e.g. First Aid, Fire Safety).
- Ability to carry out basic repairs safely and confidently.
- Proactive, reliable, and flexible, with strong problem-solving skills.
- Good communication and teamwork abilities.
- Willingness to work evenings and weekends when required.
- Driving licence essential as role will involve occasional use of company vehicle.

Desirable

- Experience in a theatre, arts venue, or public building environment.
- Knowledge of ICT, security, or building management systems.
- First Aid trained.

Terms & Conditions

Salary:	£25,500 per annum
Hours:	Minimum 35 hours per week, on a flexible rota including early mornings, evenings, and weekends depending on operational needs.
Overtime:	No overtime payments available; time off in lieu (TOIL) operates.
Holiday:	29 days per year including public holidays, rising to 31 days after 3 years, and 34 days after 5 years.
Pension:	Contributory pension scheme (employer 3% / employee 5%).
Probation:	Three-month probationary period.
Notice period:	2 weeks during probation; 4 weeks thereafter.
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS.

Benefits

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability).
- Cycle to Work Scheme.

- Training and development opportunities.

Citizens Theatre

How to apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications: **Tuesday 28 October 2025, 12pm**
Interviews: **w/c 10 November 2025**

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.