

# POSITION DESCRIPTION

## CLEANING SERVICES OFFICER

### Position Details

<b>Department:</b>	Infrastructure Services
<b>Unit:</b>	Environment and Facilities
<b>Classification:</b>	Band 2
<b>Date Reviewed:</b>	August 2024
<b>Award:</b>	This position is subject to the Glenelg Shire Council's Enterprise Agreement

### Values & Behaviours

Glenelg Shire Council is a values-based organisation that aims to attract, develop and retain people with ability, passion and potential within a culture of continuous learning and high performance.

Respect

Innovation

Integrity

Teamwork

Service  
Excellence

### Equal Employment Opportunity and Human Rights Principles

Glenelg Shire Council is an equal opportunity employer who embraces diversity through our organisation and community. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. Glenelg Shire Council is committed to the Human Rights principles and responsibilities of freedom, respect, equality and dignity.

### Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

### Position Objectives

- Provide a high standard of cleaning, minor maintenance and associated services related to the use of a range of Council and Community facilities.

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#### Key Responsibilities & Performance Standards

The key responsibilities and performance standards may be modified from time to time to ensure that the desired outcomes are in accordance with the Annual Plans which seek to achieve Council's stated goals as identified in its Council Plan. Without limiting the above, the key responsibilities and the performance standards of the Officer will include:

- The facilities to be maintained may vary depending on the employee's work roster and may include but not limited to all Council buildings, facilities and amenities that Council is responsible for the day-to-day facility maintenance.
- Maintenance cleaning of nominated facilities. The cleaning may include cleaning of carpets, windows, floors, toilets, furniture, walls, kitchens and other components of the buildings.
- Setting up and packing up of chairs, tables, information technology equipment and other equipment or services that may be required in the use of meeting rooms and halls.
- Monitor hall and meeting room booking diaries/calendars to ensure that facilities are prepared in a clean condition ready for use, and that the users' needs relevant to setting up tables, chairs, electronic equipment and other equipment are accommodated.
- Respond to facility user needs relating to cleaning, minor maintenance and associated services, to ensure facilities are kept at a high standard of cleanliness and are able to be used for the various purposes associated with the facilities.
- Removal of debris and rubbish from the facilities.
- Ensure the security of the facilities by checking all external doors are locked when not in use and as required.
- Raising and lowering of the flags flown at the customer service centre during business hours.
- Monitor and ensure facility lighting is maintained where required. Where light globes cannot be replaced safely within the safe working at heights standards, the issue should be raised with Assets.
- Assist with carrying out risk assessments on identified tasks and prepare a list of tasks / processes for identified issues so that safe work procedures may be developed by the Supervisor / Manager.
- Ensure compliance with use and storage of chemicals as required by the Material Safety Data Sheets (MSDS).
- Conduct Emergency Management Induction with internal and external users.
- Participate in relief and recovery activities as reasonably required within the municipality during and after an emergency event.

The Manager may direct the Officer to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

The position will require the achievement of performance standards and indicators determined on an annual basis and subject to ongoing review.

#### Confidentiality

The Officer must not, whether during or after the Officer's employment with Council, make any improper disclosure or use of:

- Any information or trade secrets of the Council;
- The position of the Council or of any Councillor or Council Officer on any confidential matter; or
- Any other information whatsoever, the disclosure of which may be detrimental to the interests of the Council or of any other person who has provided it to the Council on a confidential basis, unless the Officer is required to disclose the information by law. The Officer must use the Officer's best endeavours to prevent the improper publication or disclosure or use of any such information by anyone else.

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### Organisational Relationships

**Reports to:** Cleaning Services Team Leader

**Supervises:** Nil

### Accountability & Extent of Authority

- Accountable for making routine decisions for the efficient and effective performance of such duties in accordance with stated Council policies and guidelines established by the Manager.
- Issues involving changes to policies, procedures or financial arrangements are to be referred to the Manager.
- Accountable for communicating operational instructions to facility users.
- Guidance and advice will always be available within time to make a choice.
- Ability to be able to work independently and without direct supervision.
- Decisions are generally made within the scope of established procedures and guidelines or in consultation with the Manager.

### Judgement & Decision Making

- Capacity to prioritise conflicting customer requests and needs associated with the use of facilities.
- Ability to be able to choose the most effective method of cleaning for the specific situation.
- Capacity to identify hazardous workplace situations especially in relation to manual handling, use of chemicals and working at heights.
- Ability to ensure that facilities are ready for use in a timely manner, in accordance with the hall and room booking diaries.

### Skills & Knowledge Required

- Understanding in the use appropriate equipment, which may include:
  - Security Systems
  - Vacuum Cleaners
  - Pressure washer
- Basic computer skills required (e.g. use of Microsoft Outlook).
- Cleaning experience is desirable.
- Ability to grasp new concepts quickly and champion change.
- Ability to work under pressure and within time frames required.
- Ability to read and follow policies and procedures.

### Interpersonal Skills

- Ability to gain co-operation and assistance from staff.
- Ability to work in a team environment.
- Ability to liaise and communicate effectively with internal and external users of the facilities. regarding setup needs and equipment operation.

### Qualifications & Experience

- Current Victorian Motor Vehicle Licence is essential.
- Satisfactory Police Records Check and Working with Children Check.

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## Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions;
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act;
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of health and safety;
- Not wilfully place at risk the health and safety of any person at the workplace;
- Report all safety hazards and risk exposures, including losses to their supervisor;
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control;
- All staff are required to actively reduce Council's exposure to losses related to security, public liability and professional indemnity, fraud and corruption and reporting areas of concern.

## Key Selection Criteria

- Current Motor Vehicle Licence.
- Private vehicle with 3rd party insurance for travel between facilities highly desirable.
- Ability to grasp new concepts quickly and champion change.
- Ability to work under pressure and within time frames required.
- Ability to gain co-operation and assistance from staff in a team environment.
- Ability to work independently and without direct supervision.
- Ability to liaise and communicate effectively with internal and external users of the facilities regarding setup needs and equipment operation.
- Physical capacity to undertake role.
- Ongoing satisfactory Police Check.
- Valid Working with Children Check card (Employee).

## Signatures

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Employee's Name

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Employee's Signature

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Date

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Manager's Signature

.....  
Date