

Position Description

Cleaning Supervisor

<i>Directorate</i>	Community Development
<i>Department</i>	Facilities and Property
<i>Job Family</i>	Labourer / Operational
<i>Reports to</i>	Coordinator Cleaning
<i>Direct Reports</i>	Cleaners
<i>Location</i>	Tom Price, Onslow or Paraburdoo, WA
<i>Industrial Instrument</i>	Shire of Ashburton Industrial Agreement 2026
<i>Classification</i>	Level 5

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

Values

Respect	Openness	Teamwork	Leadership	Excellence	Health & Wellbeing
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About the Role

Role Objective / Purpose

Reporting to the Coordinator Cleaning, the Cleaning Supervisors role is to coordinate and participate in the delivery of cleaning services within an allocated townsite, ensuring Shire facilities, accommodation, public amenities and community buildings are maintained to a high standard of cleanliness, hygiene, safety and presentation.

The role provides day-to-day leadership, supervision and support to Cleaning Staff, coordinates cleaning activities and resources, monitors service standards and contributes to the efficient delivery of cleaning operations across the Shire.



Key Role Outcomes

Key responsibilities include:

- Coordinate and participate in the delivery of cleaning services across Shire facilities, housing, accommodation and public amenities to agreed service standards.
- Lead and support Cleaning Staff through the allocation and coordination of daily work activities, task scheduling and operational priorities.
- Monitor work quality and conduct routine inspections of facilities to ensure cleanliness, presentation and hygiene standards are achieved.
- Identify cleaning, maintenance, safety or asset-related issues and arrange appropriate corrective actions or escalation.
- Assist with workforce planning activities including rostering, leave coordination, induction, training and performance feedback.
- Provide on-the-job coaching, mentoring and support to Cleaning Staff to promote skill development and safe work practices.
- Respond to service requests, customer enquiries and operational issues relating to cleaning services within the townsite.
- Coordinate cleaning resources, consumables, equipment and chemicals to ensure operational requirements are met.
- Monitor stock levels and assist with procurement requests for cleaning equipment, consumables and supplies.
- Maintain accurate records relating to cleaning schedules, inspections, incidents, stock control, leave and operational activities.
- Ensure compliance with Work Health and Safety legislation, safe work procedures, chemical handling requirements and organisational policies.
- Conduct workplace inspections and assist with hazard identification, incident reporting and implementation of corrective actions.
- Promote and model a positive safety culture and ensure employees use appropriate personal protective equipment and safe work practices.
- Liaise with facility users, contractors, community groups and internal stakeholders to support effective service delivery.
- Provide operational information and feedback to the Cleaning Coordinator regarding workforce requirements, service levels and improvement opportunities.
- Identify opportunities to improve cleaning processes, productivity and customer service outcomes.
- Undertake cleaning duties and operational activities as required to support service delivery.



Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role, outline required outcomes and set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.

Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	Advanced: Develops JSAs, SWMS and other safety procedures for own work area and related work areas. Train and coach others in safety procedures. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal Legislation.
Accountability	Advanced: Manages and plans own work but may perform work under limited supervision or direction. Work projects may be managed by more senior decision makers. Implements tools to keep track of a wide range of tasks, priorities, and due dates. May supervise or direct work of others in a single business unit. Given broad direction and limited guidance with performance measured against objectives.
Judgement and Decision Making	Intermediate: Work process and procedures generally routine, with exercise of some discretion. Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for complex or intricate problems in own work area and external matters. May make decisions on use of resources which may impact outside the work area or on clients. Applies knowledge from a wide range of rules.



Time Management	Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.
Customer Service	Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters. The employee will reflect and always demonstrate the Code of Conduct of the organisation, its values and work with the highest level of integrity.
Financial Management	Fundamental: Adhere to set budgets in purchasing. May provide some general feedback in respect to costs and spending derived from operational responsibilities.
Leadership	Intermediate: Required to influence and lead a small team or functional area. Leadership by oversight, supervision, and participation.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Intermediate: Solve diverse problems which require assessment of a range of options having elements of complexity resolved using developed or learned skills and knowledge, acting at all times in accordance with management directives, policies of Council and legislative requirements.
Policy or Legislative Interpretation	Intermediate: Apply knowledge of policy framework to procedures and tasks, including providing advice and interpretation to staff and members of the public.



Supervision Skills	Intermediate: Supervise various functions within a work area or activities of a complex nature or lead large groups at the work face.
Conflict Resolution	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Communications Skills	Intermediate: Business level written and verbal language skills expected for most roles where a major portion of the communication is written. This includes ability to use standard office programs, including formatting, spellcheck and use appropriate grammar. Able to resolve minor matters.
Equipment Operation	Intermediate: Uses handheld, powered and non-powered equipment. May use some ride-on (non-specialised) machinery.
Report Writing	Intermediate: Undertake initial or straightforward drafting of reports, submissions, or non-standard correspondence.
Administration Skills	Intermediate: Able to use software to complete more complex administration tasks.
Policy and Procedure Development	Fundamental: Research, develop and recommend changes for internal procedures or work processes related to job function.
Project Management	Fundamental: Maintain records, filing systems, contract details, variation records and other support and control mechanisms within a project-based environment.



Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Driver's Licence.
- Current National Police Clearance (within 6 months of commencement).
- Desirable:
 - Certificate IV in Leadership and Management or relevant supervisory training.
 - Chemical Handling Certification.
 - White Card.
 - Infection Control or Commercial Cleaning qualifications.
 - Provide First Aid

Experience, Skills, Knowledge Required of Role

- Demonstrated experience in commercial, industrial, accommodation or facilities cleaning services.
- Demonstrated experience leading, mentoring or coordinating operational employees or work crews.
- Experience planning, scheduling and coordinating daily work activities.
- Experience monitoring work quality and service standards.
- Sound knowledge of cleaning methods, equipment, chemicals and consumables.
- Sound knowledge of Work Health and Safety requirements relevant to cleaning environments.
- Demonstrated ability to supervise employees and provide training, guidance and performance feedback.
- Strong organisational skills with the ability to manage competing priorities and changing operational requirements.
- Well-developed communication and customer service skills.
- Demonstrated ability to maintain accurate records and complete operational administration requirements.



- Proficiency in Microsoft Office applications and relevant business systems.
- Desirable:
 - Previous local government experience.
 - Experience managing cleaning services across multiple facilities.

Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.

