ROLE DESCRIPTION
Team Leader – Facilities

Directorate	**Service & Project Delivery**	Position Number	**300198**
Branch	**Shire Presentation**	Position Status	**Full time**
Section	**Open Spaces & Buildings**	Position Grade	**F**
Reports to	**Supervisor Facilities Maintenance**	Band/Level	**Band 3 Level 1**
Direct reports	**3**	Award	**Local Government (State) Award**
Indirect reports	**Nil**		
Date Authorised	**1/08/2026**		

PRIMARY PURPOSE OF THE ROLE

To lead and coordinate the delivery of Council's internal and contracted facilities cleaning functions, ensuring buildings are clean, safe, accessible and available for community and organisational use. The role provides operational leadership to internal cleaning staff and oversight of contract cleaners, ensuring service standards, customer outcomes and compliance requirements are consistently achieved.

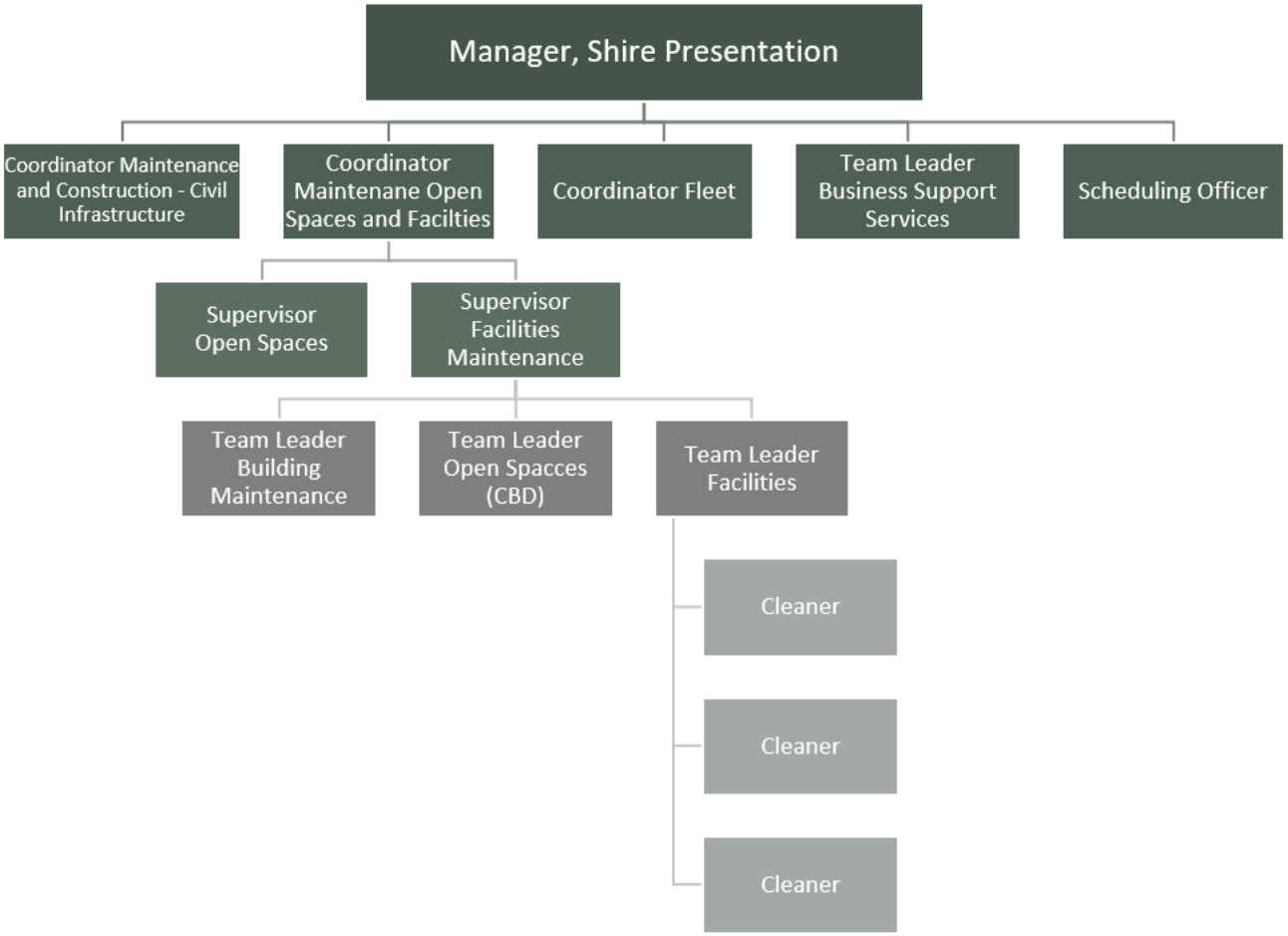
KEY ACCOUNTABILITIES

1. Operational Leadership - Lead and coordinate day to day cleaning of facilities to ensure services are delivered efficiently and to required standards.
2. Cleaning Service Coordination - Oversee internal and contract cleaning services, ensuring schedules, service levels and hygiene standards are met across all Council facilities.
3. Quality, Compliance and Presentation - Monitor cleaning outcomes and facility presentation, ensuring compliance with hygiene, safety, accessibility and operational standards.
4. Contractor Oversight - Monitor performance of contract cleaning providers, report issues and support contract administration in line with Council procedures.
5. Team Leadership and Capability - Provide leadership, coaching and performance feedback to staff, supporting skill development and a positive service focused culture.
6. Customer and Stakeholder Engagement - Manage escalated customer enquiries and complaints in regard to facility cleanliness and condition.
7. Reporting and Continuous Improvement - Maintain records, contribute to reporting and identify opportunities to improve service delivery, systems and customer experience.
8. Contract management – Ensure relevant contracts and supplier panels are maintained and renewed as required

KEY CHALLENGES

1. Balancing competing demands for facility access, cleanliness and availability across a diverse portfolio.
2. Managing service quality across both internal staff and external contractors.
3. Responding to customer concerns in high visibility, community facing environments.
4. Ensuring consistent service delivery despite fluctuating bookings, events and usage patterns.

DIRECTORATE STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Managers, Coordinators, Service Delivery Team, Shire Presentation Team, and Building Maintenance Team.	1. Communicate and consult on proactive and reactive works, scheduling, maintenance, and safety issues. 2. Collaborate and coordinate team members to ensure most cost efficient use of resources and delivery of high quality maintenance and services.
All Internal Council departments	3. Maintain effective communication to facilitate relationships and drive effective and safe working environments

External

Who	Why
Members of the public using Council facilities	4. Maintain effective communication with the community to facilitate relationships and drive effective and safe use of council's facilities
External Contractors and suppliers	5. Provide effective communication and information in order to facilitate maintenance and services to scope and costings. 6. Promoting safety and compliance.

DELEGATIONS BY POSITION

Delegations for the position are listed in the Register of Delegations for Wingecarribee Shire Council and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

ESSENTIAL CRITERIA

1. Already hold or willingness to obtain tertiary qualifications in, Cleaning Operations, Facilities Management or relevant discipline.
2. Demonstrated experience in facilities management, cleaning services, customer service or a related operational environment.
3. Proven ability to supervise staff and coordinate service delivery across multiple sites.
4. Experience overseeing contractors or service providers in a facilities or cleaning context.
5. Strong organisational and communication skills with a customer focused approach.
6. Sound understanding of WHS, hygiene standards and safe work practices.
7. Competence in using scheduling and reporting systems.
8. Current Class C Driver's Licence.

DESIRABLE CRITERIA

1. Certificate III/IV in Cleaning Operations or Facilities Management
2. Certificate IV in Procurement and Contracting
3. Certificate IV in Leadership and Management
4. Chemical awareness and handling training

ESSENTIAL REQUIREMENTS

- *Maintain drivers licence without restriction and ability to operate manual transmission.*
- *Completion of health declaration.*
- *Participation in Drug & Alcohol testing.*
- *Facilitate safe work practices as per WHS legislation and regulation.*
- *Comply with and participate in Councils training programs and policies, including participation in compulsory and mandatory training.*

WHS RESPONSIBILITY

In this role, you are accountable for implementing Council's Work Health and Safety Management System (WHSMS) within your team and maintaining a safe and healthy workplace as amended from time to time.

You are expected to, among other things:

- Demonstrate duty of care by modelling safe behaviours and addressing unsafe practices.
- Ensure hazards, incidents and near misses are reported and addressed.
- Foster a culture of safety and wellbeing through everyday leadership practices.
- Implement safe work practices and ensure workers understand their WHS obligations.
- Escalate safety risks and issues when they cannot be resolved within the team.

PHYSICAL DEMANDS CHECKLIST

Physical Demands (Do not add or delete items from this list)	**Frequency** Select from the drop down menu
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not applicable
Driving - Operating any motor powered vehicle	Frequent
Sensory Demands	**Frequency**
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Constant
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Frequent

Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. irate customers	Occasional
Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Not applicable
Environmental Demands	**Frequency**
Dust - Exposure to atmospheric dust	Frequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Occasional
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Occasional
Hazardous substances - e.g. Dry chemicals, glues	Occasional
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent

CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for all levels of the workforce. The Local Government Capability Framework is available at https://www.lgnsw.org.au/capability

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Capability Group	Focus Capability	Capability	Competency Level Required *Read the behavioural indicators for each level for the listed capabilities before selecting a level.*					
 **Personal Attributes**	☐	Manage Self	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Display Resilience and Adaptability	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Act with Integrity	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Demonstrate Accountability**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
 **Relationships**	✔	**Communicate and Engage**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Community and Customer Focus	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Work Collaboratively	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Influence and Negotiate	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Results**	✔	**Plan and Prioritise**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Think and Solve Problems	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Create and Innovate	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Deliver Results**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
 **Resources**	☐	Finance	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Assets and Tools	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Technology and Information	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Procurement and Contracts	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Workforce Leadership**	✔	**Manage and Develop People**	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Inspire Direction and Purpose**	☐ N/A	✔ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Optimise Workforce Contribution	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Lead and Manage Change	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Demonstrate Accountability	Adept	• Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Is committed to safe work practices and manages work health and safety risks • Identifies and manages other risks in the workplace
Relationships Communicate and Engage	Adept	• Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results Plan and Prioritise	Adept	• Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Results Deliver Results	Adept	• Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Workforce Leadership Manage and Develop People	Intermediate	• Clearly communicates roles and responsibilities in the team • Discusses and sets clear performance goals and standards • Gives regular feedback with the aim of improving performance and helping others learn and develop • Recognises development needs of individuals and identifies suitable learning opportunities • Recognises ongoing performance issues and works towards resolving them
Workforce Leadership Inspire Direction and Purpose	Foundational	• Explains the organisation's goals, structure and services • Helps team to understand how their activities support organisational objectives and community outcomes

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Keeps team informed of organisational policies and decisions • Recognises and acknowledges high quality work

Template created by	Name	Date

FORM SUBMISSION
People and Capability

People and Capability Office Use only

Audited, graded and approved by HRBP	Name	Date

Recruitment Officer	Name	Date
Uploaded PD into PULSE		

ACKNOWLEDGEMENT

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee enter a name Signature Date enter a date.