

Position Description



Supervisor Public Amenity Cleansing

Position Title:	Supervisor Public Amenity Cleansing
Position Number:	
Classification:	Band 5
Directorate:	Infrastructure and City Services
Department:	City Operations
Approved by:	Manager City Operations
Date approved:	July 2026

1. Position Overview

The Supervisor Public Amenity Cleansing will lead the team of officers responsible for the daily cleaning, deep cleaning and functioning of council operated public amenities.

Council maintains and operates a range of public amenities and toilets through reserves, open spaces and other public spaces. The cleaning and operation of these facilities is maintained through the public amenities and cleansing team.

2. Position Objectives

- Lead Public Amenity Cleansing staff, providing daily direction, workforce planning, induction, coaching and performance support to ensure safe, efficient and high-quality service delivery.
- Plan and allocate work schedules, routes, resources and work orders through Council systems to ensure public amenities are opened, cleaned, maintained and serviced in accordance with Council standards and community expectations
- Monitor field operations and undertake regular inspections, audits and quality assurance checks to ensure works are completed to required service levels, cleanliness standards and productivity targets.
- Ensure compliance with workplace health and safety, environmental and operational requirements by conducting pre-start meetings, toolbox talks, site inspections and promoting safe work practices.
- Respond to customer requests, CHARM and Snap Send Solve enquiries, complaints and unplanned cleansing requirements, engaging professionally with residents and stakeholders to achieve positive outcomes.
- Maintain accurate records relating to service delivery, including work completions, reports, operational data, timesheet approvals and asset management system updates.
- Inspect, maintain and coordinate servicing of cleaning equipment, vehicles and plant, including fleet maintenance requests, ensuring assets remain safe, compliant and fit for purpose.

- Undertake operational cleansing duties as required during peak periods or staff absences and identify continuous improvement opportunities to enhance efficiency, service quality and community satisfaction.
- Ensure all facilities are opened, cleaned and functioning at the appropriate time.

3. Organisational relationships

Internal	External
• Facilities • Fleet • Street sweepers • Sports and Recreation • Customer Service/CRM • Mechanics • Parks and Open Space • Events team	• Facilities • Contractors • External suppliers • Park users and visitors
Reports to:	
• Team Leader Waste and Cleansing Services	
Supervises	
• Team Members City Amenity	

4. Position Characteristics

Accountability and Extent of Authority

May supervise resources and/or give support to more senior employees. Where the prime responsibility is for resource supervision, freedom to act is governed by clear objectives and/or budgets, with frequent prior consultation with more senior employees and regular reporting mechanisms to ensure adherence to plans.

Accountable for quality, effectiveness, cost and timelines of programs, projects or work plans under their control and for the safety and security of the assets being managed.

Required to ensure that employees under their direction are trained in safe working practices and in safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

Judgement and Decision Making

Objectives are usually well defined, but a particular method, technology, process or equipment used must be selected from a range of available alternatives.

Problems are often complex or technical in nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and counsel may be available within the time available to make a choice.

Specialist Skills, Knowledge and Experience

Supervisors require thorough understanding of relevant technology, procedures and processes used within their operating unit.

Understanding of role and function of senior employees to which they provide support, understanding of long-term unit goals and appreciation of long term goals of the wider organisation.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents.

Provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees.

Management Skills

Skills in managing time, setting priorities and planning and organising own work and that of supervised employees to achieve specific and set objectives in the most efficient way within the resources available

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and within a set timetable.

Understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal Skills

Ability to gain co-operation and assistance from customers, members of the public and other employees in administration of defined activities and in supervision of other employees or groups of employees.

Employees are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

Qualifications and Experience

Skills and knowledge needed for entry to this level are beyond those normally acquired through completion of TAFE certificate or associate diploma alone, and might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of work in this Band.

5. Key Selection Criteria

- Demonstrated experience supervising and leading work crews in a public amenity, cleansing, civil maintenance, parks or similar operational environment.
- Well-developed customer service and communication skills, with the ability to respond to customer enquiries, service requests and complaints in a professional and timely manner.
- Demonstrated knowledge of Workplace Health and Safety legislation, safe work practices and risk management, with experience conducting toolbox meetings and promoting a positive safety culture
- Experience using asset management, works management or record management systems to allocate work, maintain records, monitor service delivery and prepare operational reports
- Demonstrated ability to inspect works, monitor performance and ensure quality standards are achieved while supporting continuous improvement initiatives.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia
- Ability to satisfactorily pass a national police check (and where necessary an international check)
- Current Victorian Driver's Licence (or ability to travel between required work locations in a timely fashion).
- Current Truck License, Light Rigid (LR)

Physical

Daily work will be performed in indoor and outdoor environments, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You will be exposed to conditions normally encountered in indoor and outdoor environments.
- Successful applicants must undertake a physical assessment to ensure they meet the inherent physical requirements of the role.

Psycho-social

- Resilience and adaptability

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- Ability to manage stress effectively, maintain a positive attitude, and demonstrate emotional intelligence
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

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