

POSITION DESCRIPTION

Position:	CIVIC FACILITIES CLEANER
Employment Status:	Part Time
Position number:	1151
Directorate:	Corporate and Community Services
Unit:	Engagement and Customer Experience
Classification:	Band 2
Date adopted/reviewed:	18/07/2024
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THE UNIT

The Engagement and Customer Experience Unit incorporates the Communications, Customer Service, Venues and Events, Civic Facilities and Visitor Services teams. The unit focuses on promoting Council services and ensuring the effective delivery of front line support to serve and meet the needs of our community and all customers and stakeholders of Council.

POSITION OBJECTIVES

- To ensure that Council's cleaning functions within council managed venues, offices and public amenities are carried out in an efficient and effective manner. Provide a standard of presentation of facilities which maintains a high public image for Council.

KEY RESPONSIBILITIES AND DUTIES

Cleaning

- Clean rubbish from areas on daily basis.
- Clean and maintain all areas in hygienic condition on a daily basis.
- Vacuum and mop floor surfaces in all buildings as required.
- Clean toilets as required.
- Clean windows and glass doors as required.
- Dust as required.
- Undertake other cleaning duties as required.

Toilets

- Scrub and disinfect wash-basins, urinals, toilet basins, cisterns, bowls, piping, door handles and seats daily.
- Sweep, wash and disinfect floors daily.
- Replenish toiletries and maintain adequate spare supplies daily.
- Clean toilet mirrors as required
- Clean finger and smudge marks from walls, doors and cupboards weekly.

Other Duties

- Other duties relating to the cleaning and maintenance of Council properties as directed and within skill and competence level as required
- Ensure accurate and timely reporting of any maintenance items to Supervisor.
- Clean venues following functions and prepare facilities for future bookings as directed.
- Set up and pack down of equipment and furniture for events as requested, such as event staging, chairs, tables and desks
- Stock Control:
 - Ensure adequate stocks of cleaning materials and chemicals are maintained including unpacking and lifting boxes.
 - Ensure that all stock records are maintained and reported to Supervisor as required.
- OH&S:
 - Ensure that all floors are kept in a safe non-slip condition and correct warning signage is used when cleaning floors.
 - Maintain Cleaner's cupboard and ensure all chemicals have a current Material Data Sheet and are clearly labelled.

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency you may be directed by your manager to participate in duties not normally assigned to you.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Administration and Facilities Officer
Supervises:	Nil
Internal liaisons:	Staff at all levels across the organisation
External liaisons:	Nil

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
- This position works under routine supervision and is often required to work unsupervised but in accordance with established procedures and practices.
- Required to interpret established policies and guidelines.
- Responsible for assuring the quality of work performed.
- May provide on-the-job training based on skills and experience.

JUDGEMENT AND DECISION MAKING

- Nature of the work is clearly defined with established procedures well understood and clearly documented.
- Required to exercise discretion in the application of established cleaning practices and procedures following discussions with others in work team as needed.
- Whilst guidance and advice is usually always available, it may be necessary to use initiative to make decisions in isolation at out of hours functions.

SPECIALIST SKILLS AND KNOWLEDGE

- Proficiency in safe and competent operation and maintenance of equipment used in cleaning.
- Knowledge of Council and venue hire requirements and Council property and equipment.
- Knowledge of and implementation of safe work practices.
- Basic knowledge of cleaning procedures, chemicals and equipment.
- Full understanding of the operating and maintenance instructions for the small plant used.

INTERPERSONAL SKILLS

- High level of co-operative attitude, courtesy and ability to listen to and respond to customer enquiries.
- Willingness and ability to offer co-operation and assistance to other employees and to work as a member of a team.
- Oral communication skills and where appropriate written skills with clients, members of the public and other employees where applicable.

QUALIFICATIONS AND EXPERIENCE

- Good customer contact skills.
- Experience in the use of cleaning equipment and cleaning chemicals.
- Experience in previous venue hire activities.
- A current Victorian Driver's Licence is required.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQA+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of Council's recruitment and selection process and related policies, a satisfactory police check will be required for this position.
- You will be required to undertake and pass a pre-employment medical check to ensure you can undertake the inherent physical requirements of this role.
- Some positions may also require a Working with Children check.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively partake in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, all staff have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

KEY SELECTION CRITERIA

- Experience in completing a range of cleaning activities to a high standard, including the ability to effectively operate a range of cleaning equipment including mopping and vacuuming.
- An understanding of the safe storage and use of cleaning products and chemicals.
- Demonstrated ability to be able to work independently and effectively monitor own work standards.
- Demonstrated ability to establish and maintain a close and co-operative working relationship with the general public and other staff, whilst maintaining confidentiality.
- Ability to prioritise tasks and duties to ensure all tasks are completed within agreed time frames.
- Availability to work irregular hours, including weekends and at other times when the facilities are scheduled to be in use.