



SURFSIDE HOLIDAY PARKS CLEANER POSITION DESCRIPTION

POSITION NO:	1187
CLASSIFICATION:	Band 1
OCCUPANT:	Vacant
DATE:	October 2018

POSITION CONTEXT & OBJECTIVE(S):

Maintain a high standard of cleanliness at the Holiday Parks and cabins for all users.

KEY RESPONSIBILITIES AND DUTIES:

1. **Cleaning**

Maintain cleaning duties as per daily, weekly and monthly cleaning schedules as set by the manager. Employees must place appropriate signs at entrances to the amenities blocks and laundries being cleaned to advise campers that cleaning is in progress. The signs will be supplied by the Service Manager Holiday Parks and the Parks Crew Leader.

Schedule of Cleaning – Cabins

Daily Responsibilities

- Bathroom fixtures, shower, toilet, hand basin and mirror cleaned and disinfected
- Toilet paper left in each unit
- Stove, refrigerator, sink, benches, table and chairs cleaned
- Cooking utensils, crockery, cutlery, frying pans and saucepans washed
- Tea towel laundered and replaced
- Electrical and other equipment check and cleaned eg. toasters cleared of all crumbs
- Fridge cleaned
- Bin emptied and bin liner replaced
- Glass sliding doors and glass panels cleaned
- Door tracks vacuumed
- Double bed fitted sheets changed and laundered
- Mattress protectors inspected and laundered when necessary
- Underside of all mattresses checked
- Clean interior walls where required
- Sweep verandahs and remove cobwebs from underside of roofing
- Check all cupboards and wardrobes and hand in anything left behind to office
- Check all lights are working
- Check fire extinguisher is in place and gassed
- Remove any rubbish or litter from external grounds.
- Light coverings checked and cleaned.
- Windows (inside and out) cleaned
- Shower curtains laundered
- Interior walls cleaned

General Responsibilities

- Any other general cleaning as required by the Service Manager Holiday Parks and the Holiday Parks Crew Leader.

- Any personal items belonging to campers left behind in the amenities block or laundry shall be handed to the Park Office.
- Any damage, vandalism or maintenance requirements of any kind should immediately be drawn to the attention of the Office.
- Undertake light maintenance / gardening duties as required and agreed with both parties.

Schedule of Cleaning – Amenity Blocks & Laundries

- Clean all tiled surfaces including floors, walls, shower bases and partitions.
- Clean all painted surfaces including ceilings shall be cleaned as required.
- All toilets to be thoroughly cleaned with approved disinfectant.
- Seats, pans, wash basins, soap containers and ceramic wall tiles shall be thoroughly cleaned.
- Toilet floors, doors and urinal steps to be thoroughly scrubbed.
- All paper dispensers shall be checked at each cleaning and refilled as necessary.
- Rubbish Bins to be changed and wiped out with disinfectant at each cleaning.
- Surplus water shall be removed and floors mop dried. All seats shall be left dry.
- Particular care must be exercised in cleaning the laundry floors and washing machines. The floors under the washing machines must also be cleaned as required.
- Washing machines and clothes dryers shall be cleaned with a cloth – running water must not be used in the cleaning of laundry equipment.
- All doorways to be maintained to a clean appearance.
- All mirrors are to be maintained in a spotless manner.
- Stainless steel bench tops shall be maintained to a mirror finish.
- Spider webs are to be sprayed with a suitable insecticide and removed after 24 hours.

Barbeques

- Metal / Stainless steel component including hot plates are to be scrubbed or cleaned using approved methods so that all food and fat particles are removed. The surface is to be rinsed clear of detergent.
- Brickwork surrounds of BBQ's are to be scrubbed and rinsed clear of fat and food particles and detergents.
- Concrete area surrounding BBQ's are to be swept and washed.
- Change fat collection bags twice weekly.

2. Stock control

Maintain communication with the Holiday Parks Crew Leader and Service Manager Holiday Parks to ensure chemicals and cleaning materials are in stock to fulfill cleaning duties.

3. Training and Knowledge

Attendance at scheduled workshop and training sessions as directed by the Service Manager Tourist Parks.

Have a sound knowledge of cleaning procedures.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications

1. Industry experience in a similar role.
2. Demonstrated experience in cleaning procedures and the use of cleaning products.
3. Ability to manage and organise own time in order to meet deadlines.

4. Ability to work individually and also as part of a team situation.
5. Effective communication skills.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

HOURS OF DUTY:

Hours of duty will be 16 hours (minimum) per fortnight as negotiated with your manager, Monday to Sunday. During periods of exceptional demand, you may be required to work outside of your general hours of duty.

TENURE:

The tenure of this position is temporary part time.

SALARY:

The position is classified by council as Band 1 Level A and carries a current base salary of \$51,292.80 (exclusive of 9.5% superannuation) per annum (**pro-rata**). The calculated hourly rate will be \$33.22 per hour (inclusive of industry allowance & special engagement) plus 9.5% superannuation.

ORGANISATIONAL RESPONSIBILITIES

In addition to the duties as specified, the following standards/duties shall apply:

Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace.
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice.
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice.
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.

Personal Development & Conduct

- Identify training and development needs through Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs.

- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

Information Technology & Records Management:

- Ensure appropriate and thorough electronic file management within the corporate library system is maintained.
- Ensure effective utilisation of electronic file management techniques eg: create folders, search for files, print files, etc.
- Ensure effective use of relevant application software systems (appropriate level of training provided).

Organisation Development:

- Participate in the Employee Opinion Surveys as requested.
- Participate in Warrnambool City Council’s Business Excellence Program and other corporate development programs.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records and/or Working with Children Check.

YES

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Warrnambool City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Holiday Parks and Holiday Parks Crew Leader
Supervises:	N/A
Internal Contacts:	Other Centre Staff Warrnambool City Council Staff
External Contacts:	User groups, General users

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The Cleaner is responsible for performance in the areas of Key Responsibilities and Duties outlined above. Decisions and advice impact directly upon individual customer satisfaction. The Service Manager Tourist Parks advice also contributes to the development of organisational procedures and systems.

JUDGEMENT AND DECISION MAKING:

- Tasks to be performed are routine and clearly defined.
- The work requires a clear understanding of methods, procedures and equipment used.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Skills and knowledge in Cleaning would be highly regarded.
- Demonstrated experience in cleaning.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Skills in managing time and ones own workload.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Basic written and oral communication skills.
- Ability to work both individually or in a team environment.
- Employees shall conduct themselves in a civil, sober, obliging and courteous manner and shall carry out the cleaning with as little disturbance as practical.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Minimum twelve months industry experience in a similar role.

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

Environment	Nil	Light	Average	Constantly
Indoor (office / workshop)			X	
Outside			X	

Physical activities: The work is likely to require a certain amount of physical activity, such as:

Activity	Nil	Light	Average	Constantly
Standing				X
Sitting		X		
Bending				X
Walking				X
Repetitive hand work				X
Heavy lifting (>15kg)			X	

Plant and Equipment: This role involves working with or near plant or equipment:

Hazard / Activity	Nil	Light	Average	Constantly
Rotating parts		X		
Noisy Environment			X	
In proximity of Mobile or Moving plant			X	
Strobe or similar lights			X	
Operating plant controls		X		
Driving plant or vehicles			X	
Machinery Vibration				X
Ability to distinguish between colours				X
Using hand held tools			X	
Working with irritants, chemicals, fumes and/or dust				X

Hazard / Activity	Nil	Light	Average	Constantly
Working in hot surroundings			X	

Other activities: This role may also include:

Activity	Nil	Light	Average	Constantly
Talking on the phone		X		
Direct contact with people				X
Working at heights		X		
Working with animals/ wildlife		X		

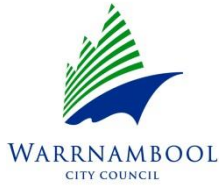
CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):	
Signature:	Date:



SURFSIDE HOLIDAY PARKS CLEANER GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee's interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee's employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
 - Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
 - Observe and comply with Council's Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community's values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council's Records Management Policy and Council's IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
 - for excessive or unreasonable personal use;
 - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
 - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council's resources, including Council's IT Systems. Filtering systems are installed in the Council's IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee's use of the Council's IT Systems and electronic resources, either at the Council's premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability

- Incorporate Warrnambool City Council's sustainability objectives and targets into projects, programs and services.
- Within the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
- Promote and participate in a culture of sustainability.

Warrnambool City Council's Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council's intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.

LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.

SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee's benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council's Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer's superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council's Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

SMOKING:

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

EMPLOYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council's Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

Privacy Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Information Privacy Act 2000, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children's Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their "check" (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants may be required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description

