

Position Description		
Position Title: Cleaner	Classification: Band 1 Level 2 Grade 3	Position Number: BHCC-CLN-02
Group/Area: Infrastructure	Reports to: Projects Officer	Hours per week: Full-time – 38hpw Casual – as required
<p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p>		
<p>Position Purpose:</p> <p>Many of Council's building assets are utilised by the community as well as our organisation and we have a duty to ensure that these facilities are highly presentable, clean and safe for users, secure and above all fit for purpose.</p> <p>This position is responsible for taking care and control for the maintaining Council's building assets located across multiple locations to the required standards as specified by service agreements, lease agreements, work duty statements, condition reports or cleaning/maintenance schedules.</p>		
<p>Special Requirements:</p> <ul style="list-style-type: none"> • Must be available to work weekends, public holidays and school holidays • Hours to be rostered over a 7-day period (Monday – Sunday) • May be required to work outside of normal hours • Some travel and out of hours work are required. • Allocation of work/shifts may be required to cover the span of hours to ensure operational requirements are met. 		
<p>Key Stakeholders:</p> <ul style="list-style-type: none"> • General Manager • Chief Assets and Projects Officer • Manager Infrastructure Works • Strategic Asset Management Coordinator • Asset Management Staff • Other Management Staff • Employees • Committees and workgroups • Lessees, tenants, members of the public 		

Reporting Lines:

- This position reports to the Cleaner/Team Leader
- The position does not have any direct reports

Accountabilities

You will use your professional skills and experience to fulfil the following key responsibilities, by providing:

- Care and cleaning for Council's assets including but not limited to occupied/ unoccupied buildings, yards, sheds, toilet and amenity blocks, street fixtures signs or fittings, windows, interior/exterior appurtenant areas, sports fields, cars and/or other community assets.
- Care and cleaning for Council's contents fixtures and fittings including but not limited to furniture, blinds, curtains, cabinets, carpets etc.
- Utilise various cleaning techniques including washing, sweeping, polishing, dusting, scrubbing, vacuuming; appropriate to the type of item being cleaned.
Ordering, installing, refilling and stock monitoring of welfare amenities including toilet paper, soap, water coolers, milk, coffee or tea.
- Assist with stocktake and/ or delivery of amenity materials (Administration Building, Council Chambers, Aged Persons Rest Centre, Warnock Depot).
- Check, empty, and clean bins and other waste units.
- Coordination of pickup of mobile garbage bins.
- Inspect areas, report hazards, defects, vandalism and breakdowns following company policies and procedures.
- Undertake or participate in risk assessments and tasks as per Safe Work Method statements or duty statements.
- Read and keep up to date with changes to material safety data sheets and follow instructions for safe use of chemicals.
- Moving, arranging, storing and transporting furniture as required.
- Assist with the provision of meeting organisation and support, including organising meeting set up etc.
- Assist team members to complete duties as required.
- Undertake duties in any assigned location as required.
- Respond to or resolve customer requests within timeframes specified.
- Seek feedback and discuss with your supervisor how you can be more effective in your role and improve your professional skills.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, Councillors, external agencies, suppliers etc)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having the ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions.

- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact your customers' perception.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolving Customer Requests and enquires in a timely and customer-focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Being recognised for having a professional attitude towards customers.
- Having an ability to manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

You will assist Council in achieving a financially sustainable future by:

- Ensuring a whole-of-Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Initiating and implementing without delay efficiency strategies for your area of responsibility.

You will adopt a teamwork approach by:

- Performing an active role within the cleaning/caretaking team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training to enable them to acquire the range of skills they required for positions.

Person and Position Specification:**Essential**

- Current Class C Drivers Licence.
- Demonstrated relevant work experience in the Cleaner Caretaker role.
- Demonstrated competency in written and verbal communication skills.
- Demonstrated commitment to a customer service culture and delivery of quality service.

Desirable

- Experience working to service agreements, lease agreements, work duty statements, condition reports or cleaning/maintenance schedules.
- Exposure to working with Safe Work Method statements, material data sheets and general risk assessments.
- Understanding of the Australian Business Excellence philosophy and commitment to continuous improvement.

Acceptance of Position Description**Approved:** General Manager**Signature:****Date:** 27/09/22


I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name**Signature:****Date:**