

Position description

Team Leader- Cleaning Services

Summary information

Section	Building Construction and Maintenance	Directorate	City Assets
Position grade	Grade 7	Position type	Permanent, full-time
Skills descriptor	Band 1 Level 4		
Reports to	Supervisor Cleaning Services	Direct reports	Yes
Approval limit	\$0	Release limit	\$0
Created/reviewed	March 2018	BCC numbers	BCC146 and BCC150

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position purpose

- Lead a team of cleaners and provide cleaning services for Council facilities
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

2 Qualifications and experience

Essential

- Extensive commercial cleaning experience
- Class C Driver's Licence.

Desirable

- Certificate of Attainment in Cleaning Supervision or equivalent
- Certificate III in Leadership.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- Effectively lead a team of cleaners in the cleaning of Council facilities
- Undertake cleaning of Council facilities
- Set up of meeting and function rooms
- Complete the necessary documentation associated with the position
- Ensure buildings are presentable and cleaned to the highest standard
- Train and mentor staff in consultation with supervisor
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Lead a team of cleaners in the cleaning of Council buildings
- Carry out cleaning duties at the Civic Centre and other Council facilities as directed by the supervisor.
- Complete all paper work and other records associated with the position.
- Empty rubbish and recycling bins in offices and place mobile garbage bins in the appropriate locations for collection.
- Clean toilets in accordance with the toilet cleaning procedure.
- Vacuum carpeted floors.
- Sweep, wash and buff floors.
- Strip and seal vinyl floors.
- Sweep and mop tiled floors, stairways and entrances and wipe handrails.
- Dry clean or shampoo carpets.
- Clean glass windows and partitions.
- Dust ledges and desks as required.
- Remove dirt marks from walls and doors.
- Refill soap dispensers and toilet paper holders.
- Clean kitchens and kitchenettes.
- Clean staff lunch rooms.
- Clean counters in public areas.
- Clean lifts in buildings.
- Set up meeting rooms, Nirimba Room and Bowman Hall as required.
- Clean bar area and balcony in Nirimba Room.
- Wax and polish timber floors as required.
- Clean tables and chairs after functions in the Bowman Hall.
- Clean the top of the shops in the Village green area.
- Remove cobwebs and rubbish from around the Civic Centre.
- Act as relief caretaker at the Civic Centre as required.

- Act as a relief Tea Person within the Level 2 tea room as required.
- Clean outside halls as directed.
- Relocate furniture and equipment and assist with relocation of staff.
- Carry out any other duties within the range of skills as directed.
- Obtain stores as required.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business and operational objectives. They are responsible for enabling the success of their teams, and for ensuring they can achieve all performance metrics whilst keeping each individual accountable.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Acknowledgement and agreement

Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date