

## POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

### Overview

Position Title:	Trainee Cleaning Operations	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream B Award
Position Number:	<a href="#">Click here to enter text.</a>	Classification Level:	Apprentice/Trainee
Employment Location:	Bundaberg Service Centre	Position Status:	Fixed-term Full-time
Department:	Community and Environment	Document Last Reviewed:	19/10/2022
Branch:	Venues & Facilities	Job Dictionary:	MD-5-082
Accountable To:	Leading Hand Cleaner		
Aim of Position:	To complete a Certificate III Cleaning Operations and apply the course content with on-the-job competencies. This position is to learn and develop a broad range of cleaning knowledge and practical skills and use these skills to assist the operations team.		

### Council Values

Bundaberg Regional Council's culture is driven by the following values:



### Key Responsibilities

1. Completion of a Certificate III in Cleaning operations through a Registered Training Organisation
2. Ensure all offices, function areas, and amenities are cleaned to a high standard.
3. Operate cleaning equipment in accordance with Council's policies and procedures and to manufacturer's instructions.
4. Provide assistance in the setting up and preparation of events or activities in any of Council's facilities.
5. It is expected the incumbent undertake other reasonable duties and tasks within the incumbents' capabilities, including additional duties as required during periods of staff absence or as requested by Management.
6. Ensure you comply with correct use and storage of personal protective equipment.

## Position Requirements - Qualifications and Experience:

### Mandatory:

1. Completion of Senior High School Certificate or equivalent
2. Demonstrated knowledge and proven skills to act in accordance with Workplace Health and Safety Procedures and adopt safe practice in carrying out tasks to ensure safe working environments exist at all times.
3. Ability to acquire knowledge of a wide variety of cleaning equipment, cleaning agents and their correct application.
4. Demonstrated well developed interpersonal and verbal communication skills and customer service skills.
5. Demonstrated ability to comply with instructions and work with limited supervision maintaining high attention to detail
6. Demonstrated literacy, numeracy, IT and word processing skills (i.e utilisation of Microsoft Word and Excel functions, typing skills)
7. "C" Open Drivers Licence
8. Provision of a satisfactory Criminal History Check - Police Certificate (Australia wide - name only)

## Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building Relationships (mandatory)	<b>Engage people to build positive relationships:</b> <ol style="list-style-type: none"> <li>1. Puts themselves in other people's shoes to accept and value different thinking</li> <li>2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience</li> <li>3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly</li> </ol>
Customer Focus (mandatory)	<b>Focuses on customers:</b> <ol style="list-style-type: none"> <li>1. Actively works to understand customers and stakeholders</li> <li>2. Engages customers in a friendly and appropriate manner</li> <li>3. Shows respect for customers and stakeholders</li> </ol>
Safety and Professionalism (mandatory)	<b>Models safe, professional and ethical behaviour:</b> <ol style="list-style-type: none"> <li>1. Identifies safety issues and problems, takes and monitors corrective action</li> <li>2. Is consistent in word and actions</li> <li>3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others</li> <li>4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self</li> </ol>
Job Requirements (mandatory)	<b>Applies knowledge and skill:</b> <ol style="list-style-type: none"> <li>1. Able to demonstrate knowledge appropriate for their role</li> <li>2. Demonstrates strong skills in their functional area</li> <li>3. Committed to maintaining a high standard of practice in their role</li> </ol>
Cross-Organisational Thinking	<b>Understands how their work makes a difference to Council:</b> <ol style="list-style-type: none"> <li>1. Can describe the vision and purpose for their direct area</li> </ol>

	<ol style="list-style-type: none"> <li>2. Able to describe how their work contributes to organisational objectives</li> <li>3. Considers wider organisational objectives when making decisions and performing their work</li> </ol>
Leading People	<b>Supporting others:</b> <ol style="list-style-type: none"> <li>1. Provides considered and supportive feedback to other team members and colleagues</li> </ol>
Developing People with a One Team Focus	<b>Supports others' capability development:</b> <ol style="list-style-type: none"> <li>1. Readily shares their knowledge and experience</li> <li>2. Acts as a coach, mentor, role model and sounding board for others</li> </ol>
Driving People's Performance	<b>Focuses on performance:</b> <ol style="list-style-type: none"> <li>1. Seeks to understand tasks, asks questions and knows what is expected of them</li> <li>2. Approaches challenging work situations with positive energy</li> <li>3. Sets priorities and organises self to meet work deadlines</li> <li>4. Reports progress and any potential delays of issues which may impact on others</li> </ol>
Managing Stakeholders	<b>Manages internal and external relationships:</b> <ol style="list-style-type: none"> <li>1. Written and verbal communication is clear and concise</li> <li>2. Listens to others actively and attentively</li> <li>3. Demonstrates a friendly and engaging interpersonal style</li> <li>4. Builds networks with peers</li> <li>5. Works collaboratively with others</li> </ol>
Decision Making	<b>Makes sound decisions:</b> <ol style="list-style-type: none"> <li>1. Demonstrates ability to research, understand and analyze information relevant to work tasks</li> <li>2. Shows judgement in decision making</li> </ol>
Making Improvements	<b>Open to making improvements:</b> <ol style="list-style-type: none"> <li>1. Shows a willingness to try new ways of working</li> <li>2. Generates and shares new ideas and suggestions for improvement</li> </ol>
Progressing Change	<b>Responds flexibly to changes:</b> <ol style="list-style-type: none"> <li>1. Works to embrace and assist change</li> <li>2. Helps to engage others in the change process</li> <li>3. Shows resilience in times of uncertainty</li> </ol>

## Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
<b>1. Workplace Health and Safety</b>	<ol style="list-style-type: none"> <li>1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.</li> </ol>
<b>2. Culture</b>	<ol style="list-style-type: none"> <li>1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.</li> <li>2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.</li> </ol>

<b>3. Information Services and Technology</b>	<ol style="list-style-type: none"> <li>1. Protect and manage Council's information assets in accordance with legislative, Policy and process requirements.</li> <li>2. Use Council's technology appropriately and with respect.</li> </ol>
<b>4. Disaster Management</b>	<ol style="list-style-type: none"> <li>1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.</li> </ol>
<b>5. Customer Service</b>	<ol style="list-style-type: none"> <li>1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.</li> </ol>
<b>6. Financial Accountability and Governance</b>	<ol style="list-style-type: none"> <li>1. Models compliance with Council's procurement Policy.</li> <li>2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.</li> <li>3. Legislative Sub-Delegations and authorisations may also be applicable.</li> </ol>
<b>7. Corporate record keeping</b>	<ol style="list-style-type: none"> <li>1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.</li> </ol>

## Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

<b>Vaccination Name</b>	<b>Requirement</b>
<b>Tetanus</b>	Staff in job roles which have regular contact with manured soil, work outdoors or work with wood.
<b>Twinrix (Hepatitis A and B)</b>	For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood or body fluids and / or for staff who work with rural and remote Indigenous communities, child care, carers of people with disabilities, healthcare workers, plumbers or sewage workers.
<b>COVID-19</b>	Staff are to be fully vaccinated and provide appropriate evidence; or provide evidence of a medical contraindication