

George Town Municipality

Position Description

Position: Cleaner

1. Position Purpose

The primary objective of this position is to undertake a range of general cleaning duties including Office and Building facilities. To promote a positive image of George Town Council through professional delivery of service.

A demonstrated high level of consciousness in relation to WH&S within the area is required.

2. Department

Community Development

3. Reports To

Manager Community Development

4. Base Work Location

Municipality of George Town, Northern Tasmania. 16 – 18 Anne Street, George Town TAS 7253

5. Agreement Cover

George Town Council Enterprise Bargaining Agreement



PF NUMBER:**ESPROF****POS NUMBER:**

POSITION TITLE	Cleaner
PACKAGE RANGE	
DEPARTMENT	Community Development
SUPERVISES	
DATE	Reviewed Feb 2017
TERMS	Part-Time

APPROVED BY**NAME****POSITION**

General Manager

SIGNATURE

Key Responsibilities

- To deliver cleaning of Council's Offices and Amenities as required;
- To ensure that all tasks are completed in a timely, safe and professional manner; and
- Other duties as reasonably requested by your Manager

KEY RELATIONSHIPS**(External and Internal Customers, Supplier, Colleagues, etc)**

Internal	Nature of Relationships
General Manager and Directors	<ul style="list-style-type: none"> Work as an active team support member to achieve the objectives of the George Town Council as a whole Work with individuals to solve problems internally and across directorate boundaries
Staff	<ul style="list-style-type: none"> Support and assist other staff members as required
External customers	<ul style="list-style-type: none"> Ensure the needs of all external and internal customers are met

DELEGATIONS & AUTHORISATIONS**(Local Government Act, Purchasing, Info Systems etc)**

Purchasing	Council signatory - for procurement, within the approved budget, to the value of \$ NIL
Financial Delegation	\$Nil
IT Systems Access	Restricted to appropriate system access.

GEORGE TOWN COUNCIL VALUES (STRATEGIC PLAN 2016-2026)

<p>Community</p> <p>We involve people in decisions that affect their lives, we value our citizens and we develop and support them to be resilient and effective, we have empathy and seek to understand perspectives, we support and empower people through our work</p>	<p>Heritage and Environment</p> <p>We understand that the health of the environment underpins our social and economic prosperity as well as the health and well being of our community, heritage is our legacy from the past, what we live with today, and what we pass on to future generations, we understand that we are custodians of our natural environment and as such have an obligation to protect and manage it wisely</p>
<p>Accountability</p> <p>We take ownership of the quality and demonstrable impacts of our work, we ensure that our decisions and actions are evidence based and outcome focused, we are considered and transparent about how we use public resources</p>	<p>Transparency</p> <p>We seek feedback from all directions to achieve open communication and foster collaboration, we offer constructive feedback to others that is timely, specific and descriptive</p>
<p>Respect</p> <p>We treat people with fairness, respect, objectivity and courtesy, we listen and communicate honestly and clearly, we seek to understand other's perspective, experiences and contributions, we recognise and value people's diversity, equality and human rights, we will not discriminate</p>	<p>Innovation</p> <p>We are flexible, creative and responsive to changing needs, we have the courage to take informed risks and try something new, we are reflective and seek feedback to inform and shape our work, we are supportive of innovation, both within Council and within the Community</p>
<p>Can do</p> <p>Our "can do" culture is something we're proud of – the uniting elements that binds our organisation together.</p>	

Policies, Procedures & Agreements

Dispute/Grievances Procedures

George Town Council strives to achieve a work place which fosters a productive and harmonious working environment and where work related concerns or grievances are managed promptly, impartially and justly. To effectively deal with work related grievances, employees are required to become familiar with the grievance procedures contained in the George Town Council Enterprise Bargaining Agreement or as stated in your contract of employment.

Confidentiality Agreement

It is a requirement of George Town Council that all new or transferring employees sign a confidentiality agreement. The policy and agreement will be included in the recruitment package.

Reporting of Incidents

All employees are required to report any incidents immediately to their manager, irrespective of how minor they may seem at the time.

Computer Use Policy (Electronic Media)

It is a requirement of George Town Council that all new or transferring employees sign a Computer Use Policy – (Electronic Media). This policy agreement will be included in the recruitment package

Work Health & Safety Act/Risk Management

Workers will:

- Assist in the provision of a safe and healthy work environment and comply with the Work Health & Safety Act 2012, its amendments, Regulations, related Codes of Practice and Australian Standards;
- Ensure that risk management factors are fully considered when changing or setting up new work sites, work programs or undertaking new projects;
- Ensure all accidents are reported;
- Review with Managers/Supervisors and Workers all aspects of the risk management program on a regular basis, including workplace inspections and risk management audits;
- Consult with the Health and Safety Committee and Health and Safety Representatives where appropriate to resolve risk management issues;
- Ensure ongoing instruction and consultation with Workers in the proper use of plant, equipment and materials and enforce safety rules and practices that apply to Workers' work;
- Ensure reporting and investigation of all accidents, incidents, injuries or near misses within the work area under their control;
- Participate in audits of activities under their control; and
- Report any risk identified associated with Council asset, work sites or work systems

Fraud Prevention

George Town Council is committed to the investigation, deterrence and prevention of all forms of fraud in accordance with its Fraud Control Policy. All fraud is damaging to the Council and community through financial loss, adverse publicity and loss of public confidence

Sustainability

In accordance with *George Town Council Enterprise Bargaining Agreement, clause 3*, your role will consider the following sustainability requirements:

1. To achieve and/or improve financial sustainability;
2. To manage asset in a way that maximises asset service delivery and manages related risks;
3. Develop, implement and improve planning & development strategies that improve the quality of life for communities through supplying access to facilities and services;
4. **Community satisfaction** – (a) planning & development (b) community involvement (c) infrastructure (d) waste management (e) recreation, cultural facilities and programs (f) community health and safety (g) overall satisfaction

Qualifications, Skills, Knowledge & Experience

Essential

- Demonstrated experience in commercial cleaning and/or cleaning of public amenities;
- Demonstrated ability to operate equipment used in connection with general cleaning duties;
- Ability to work unsupervised when required;
- Ability to plan and prioritise work to achieve required outcomes;
- Ability to provide a high standard of work performance to satisfy all necessary Work Health and Safety requirements;
- A clear understanding of safe work procedures related to the work areas;
- Understanding of cleaning processes, cleaning schedules;
- Understanding of cleaning chemicals and use of Safety Data Sheets (SDS);
- Demonstrated ability and willingness to work cooperatively in a team environment
- Demonstrated high level commitment to customer service and the improvement of customer service delivery
- Ability to produce work of a high quality within established timeframes with minimal supervision and demonstrate initiatives in tasks
- Demonstrated understanding of Equal Opportunity, Workplace Health & Safety (WH&S), Risk Management and Anti-Discrimination procedures

Desirable

- Commitment to undertake any further training as necessary
- Ability to attend meetings

Selection Criteria

- Demonstrated experience in commercial cleaning and/or cleaning of public amenities;
- Demonstrated ability to operate equipment used in connection with general cleaning duties;
- Ability and understanding to effectively and safely use chemicals for cleaning;
- Knowledge of Workplace Health & Safety Safe working procedures;
- Ability to work with minimal supervision, plan daily tasks and to be efficient and accurate to achieve objectives of the position within set timelines;
- Demonstrated positive attitude and a motivation to continue to provide excellent service, both within and outside the organisation

Performance Indicators

The Cleaner's performance will be compared with the following:

1. **Job/technical knowledge** – Demonstrates a thorough understanding and working knowledge of all aspects of the role including effective management and ongoing efficiency within the position;
2. **Quality of Work** – Consistently provides high quality work completed within required timeframes and within any approved budget limits;
3. **Problem Solving** – Demonstrates ability to make sound and proper decisions, displays initiative to improve work practices and achieve desired outcomes within area of responsibility;
4. **Planning and organisation** – Plans effectively and efficiently to achieve required output within operational requirements;
5. **Dependability** – Demonstrates good attendance and punctuality; shows commitment to the work area goals and objectives;
6. **Follows Instruction** – Demonstrates ability to understand and follow instructions in accordance with workplace procedures;
7. **Communication** – Demonstrates clear effective communication. Ensures Manager/Supervisor and work colleagues are fully informed of work/project status and problems;
8. **Interpersonal Skills/Teamwork** – Demonstrates ability to establish and maintain effective relationships both internally and externally. Is flexible and co-operative with co-workers and management, to complete tasks;
9. **Safety** – High degree of consciousness of WH&S procedures and risk management. Understands and acts in a safe manner; avoids taking risks for self and work colleagues;
10. **Good Industrial record** – Positive contribution to a harmonious workplace. Follows Councils procedures on discussion of any work related issues in the first instance with Manager
11. **Values** – Commits to George Town Council values

I agree to perform the duties detailed in this position description in a manner consistent with the Organisation's Values:

Employee's Signature:

Date:

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