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| **POSITION DESCRIPTION** | | |
| **DIVISION:** Corporate & Community Services | **SECTION:** Community Services | |
| **Position:** Housekeeper/Cleaner  **Position Number:**  **Code:** HK/C | **REPORTS TO :** Manager Community & Tourism Services | |
| **CLASSIFICATION:** Band 1 Level 2 | **NO.STAFF SUPERVISED:** Nil | |
| **Employment Status:** Permanent Part Time | **HOURS OF WORK:**  Position 1: 46 hrs per fortnight  Position 2: 36 hrs per fortnight | |
| **LOCATION:** Balranald Shire Council Caravan Park buildings and facilities | **DESIGNATED MANAGEMENT POSITION:**  No | |
| **APPROVED BY:** General Manager | **REVIEW DATE:** June 2021 | |
| **OVERVIEW OF POSITION/PURPOSE** | | |
| Balranald Caravan Park has facilities that include cabins and motel type rooms and is operated 7 days per week/365 days per year. The Cleaner/Housekeeper will be responsible for cleaning rooms and common areas, disposing of trash, changing beds, and notifying the Park Manager of any maintenance issues. | | |
| **LINKS (INTERNAL)**   * General Manager * Caravan Park Managers * Manager Community & Tourism Services * Council Staff | | **LINKS (EXTERNAL)**   * General public * Contractors * Suppliers |
| **PERSONAL ATTRIBUTES APPLICABLE TO ALL POSITIONS** | | |
| Display resilience and voice | | Be open and honest, prepared to express your views and willing to accept and commit to change. |
| Act with Integrity | | Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards |
| Manage Self, Deliver Results | | Show drive and motivation, commitment to continuous learning and achieving results through efficient use of resources.  Ability to operate within a budget. |
| Work Safely | | Take care of own health and safety and that of others, be aware of hazards and promptly report same to WHS officer. |
| Communicate Effectively, and work Collaboratively | | Communicate clearly, actively listen to others and respond with respect; engage and collaborate with others and value their contribution. |
| Customer Service Focused | | Provide customer centred services in line with organisational objectives and agreed service standards. |
| Demonstrate accountability | | Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in identifying and addressing risk. |
| **KEY RESPONSIBILITY AREAS** | | |
| Housekeeper Responsibilities:   * Cleaning duties in all guest rooms/cabins and back of house * Keep facilities and common areas clean and maintained * Vacuum, sweep and mop floors * Clean fridges, cupboards and sinks * Clean bathrooms * Clean and restock ablutions as required * Clean up spills with appropriate equipment * Notify managers of necessary maintenance requirements and/or repairs * Collect and dispose of rubbish * Assist guests when necessary * Keep linen room stocked * Properly clean upholstered furniture * Follow safety and sanitation policies * Complete all necessary checklists * Monitor house supplies including cleaning materials, first aid supplies and linen | | |
| **GENERAL WORK REQUIREMENTS** | | |
| **General**   * Ability to manage your time efficiently * Work well unsupervised * Handle basic maintenance and cleaning * Ability to maintain a professional appearance and interact positively with caravan park guests * To provide the best customer service to both internal and external customers in accordance with Council’s policy and procedures in particular: * Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity * To support Council objectives in the public forum * To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council * To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers * To contribute to a Service Improvement Program by participating in teams aimed at work improvement * To participate in training programs designed to increase efficiency and effectiveness   **Risk Management**   * Observe risk management principles, policies and practices through the risk management strategy and operational procedure statements   **Equal Employment Opportunity**   * To actively support the principles and practices of Equal Employment Opportunity | | |
| **QUALIFICATIONS AND EXPERIENCE** | | |
| Essential:   * Understanding of Workplace Health and Safety requirements * Ability to work autonomously and with little direct supervision * Excellent communication and organizational skills * Strong interpersonal and problem-solving abilities * Highly responsible and reliable * Current Class C Drivers Licence (NSW) * Current NSW Working with Children Check (or ability to obtain prior to commencement) * Satisfactory Criminal Record Check * Ability to work cohesively as part of a team   Desirable:   * Certificate II in Cleaning Operations (or other relevant qualifications) * Previous experience in cleaning and maintenance * First Aid Certificate (or ability to acquire within 3 months of commencement) | | |

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| **ADHERENCE TO COUNCIL’S POLICIES AND PROCEDURES** |
| I hereby agree to abide by the Council’s Policies and Procedures in relation to all employment and work matters.  This is to state that I am aware of and have agreed to the conditions and responsibilities as outlined in this Position Description and understand that:   1. My performance will be continuously monitored and measured in accordance with these criteria; and 2. I will establish an agreed set of Key Performance Indicators with the Director and General Manager within 60 days of my commencement.   I also understand that my performance will be appraised on an annual basis in accordance with performance measures as set out in the Staff Development Scheme for this position and that both this Position Description and the Staff Development Scheme will be reviewed and updated on an annual basis.  …………………………………………………..…. ………./………./……….  **Incumbent Date**  …………………………………………………..…. ………./………./……….  **Supervisor Date** |