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| Position Title: | Senior Cleaner |
| Award / Level | LGA Level 3 |
| Department: | Venue Operations – the Joan / Penrith Regional Gallery |
| Type: | Full Time |

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| Position Purpose |
| To lead and perform cleaning duties associated with cleaning operations at the Joan Sutherland Performing Arts Centre and Penrith Regional Gallery, including, but not exclusive to, the cleaning and servicing of the theatres, studios, galleries, workshops and conservatorium rooms, public areas; back of house areas and housekeeping stores and other Penrith Performing & Visual Arts sites if required.The Senior Cleaner supports and participates in daily, regular and periodic cleaning tasks leading a small team of casual cleaners to ensure ongoing cleanliness and safety at all times at both PP&VA sites for a consistently optimum visitor and patron experience.  |

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| **Department Structure** |
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| Key Result Areas |
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| 1. **Operational**

**Major Tasks*** Ensure all public areas are maintained to a high standard of cleanliness and hygiene for guests, patrons and visitors (including theatres, galleries, halls, studios, corridors, foyers, carpets, lifts, public and staff toilets, staircases, fire stairs, glazing, kitchen, bars, conference rooms and stores). Carry out cleaning duties as required for events and functions and ensure specific requests are met. Lead the casual cleaning team and ensure clear instructions are in place for all calls.
* Lead best practice cleaning procedures for Covid-19 situations understanding the Centres program and prioritising cleaning in high traffic public areas.
* Lead and demonstrate prompt efficient and courteous service to all staff, patrons and visitors and deal with all customer service situations in a positive, friendly and helpful manner. Be the first point of call for any customer service queries or issues.
* Notify appropriate staff regarding maintenance requirements and equipment that requires repairs.
* Handle cleaning equipment safely and follow all of the procedures for the correct use of chemicals as advised by the supplier and use the necessary personal protective equipment (e.g. gloves) for every task.
* Maintain and restock the cleaning trolley and store areas to required levels to allow efficient servicing of the building.
* Ensure procedures are followed for manual lifting, ergonomics and seeking assistance to move heavy objects.
* Maintain security in the workplace and keep all rooms, theatres, halls, galleries, studios and storerooms locked as required.
* Report and record all hazards, breakages, equipment damage, graffiti and security concerns to the Venue Managers (or administration and technical staff if necessary).
* Record all injuries in the injury register and notify the relevant Venue Manager immediately.
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| 1. **Training and Organisation**

**Major Tasks*** The Senior Cleaner organises the team workflow to prioritise tasks depending on the urgency of the day and events throughout the week.
* Training all new cleaning staff in all functions required to maintain the high quality of cleanliness and venue presentation expected.
* Any difficult situations or enquiries which cannot be dealt with should be referred to the relevant Venue Manager or Operations Director.
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| 1. **Other Responsibilities**
* Ensure that the venues are maintained to a high standard of security and cleanliness and hygiene for all our staff and guests.
* Ensure effective liaison and consultation with Venue Managers and staff as required and expected.
* Ensure equipment is stowed safely and close to walls.
* Attend staff meetings as required.
* Lead teamwork by approaching duties in an enthusiastic and positive manner and assist other staff in any task or duty as required to ensure continual efficiency in the workplace.
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| 1. **Security and WHS**

**Major Tasks*** Ensure security and safety of site (follow all established procedures, safety protocols and alarm activation/deactivation)
* Report incidents in accordance with set procedures (injury, hazard, theft, damage) in accordance with PP&VA WHS policy and protocols.
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**NB: All shaded Key Result Areas are compulsory for every Position Description**

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| 1. **Customer Service**

**Major Tasks*** Provide effective service to PP&VA customers and the community
* Provide effective service to internal customers
* Accurately identify the needs of customers
* Take action to satisfy customer needs
* Present a positive image of PP&VA
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| 1. **Corporate Governance and Effective Work Practices**

**Major Tasks*** Work as part of a team
* Ensure all work is completed accurately and on time
* Support other team members
* Actively listen and use positive communication techniques
* Work within the policies, guidelines and statutory requirements for the work being undertaken
* Follow defined WHS guidelines, and maintain a clean and safe workplace
* Provide effective customer service, always be conscious of PP&VA’s public image
* Deal with the public in a courteous manner and promote PP&VA in a positive way
* Undertake alternative duties as directed from time to time
* Supervise and/or train staff (after sufficient experience with PP&VA)
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**Individuals with Staff reporting to them**

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| 1. **Work Health and Safety (WHS)**

**Major Tasks*** Attend training as required and ensure completion of training by supervised staff
* Perform work in accordance with WHS policies and procedures
* Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
* Monitor implementation and use of risk control measures
* Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff
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| Performance Expectations |
| * Work completed is accurate and attention to detail is demonstrated
* Work from any of PP&VA’s sites and carry out other duties as required
* Initiative is used in solving workplace problems and contribution is made to workplace change
* Punctuality and attendance is satisfactory and leave is planned well in advance
* Time is managed efficiently and work is completed within reasonable timeframes
* Work is completed in line with WHS guidelines and contribution is made to WHS consultative process
* Effective communication and interpersonal skills are applied
* Motivation and cooperation are demonstrated
* Undertake training as directed
* Commitment to EEO and anti discrimination is demonstrated
* PP&VA resources are used efficiently
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| Qualifications, Experience and Specialist Skills & Knowledge |
| **Essential*** Fully vaccinated for Covid-19
* Public and facility cleaning experience.
* Demonstrated verbal and written communication skills.
* Demonstrated knowledge of safe chemical handling.
* Proven experience of correct manual handling techniques.
* Demonstrated capacity to work independently and proven customer service skills.
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| Position Based Core Skills Training |
| * Work Health and Safety
* Equal Employment Opportunity and Diversity
* Governance
* Drug and Alcohol Control Policy
* Manual Handling
* Hazard Identification
* Code of Conduct
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| Values and Behaviours |
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| Penrith Performing & Visual Arts and Staff support the following Values and Behaviours: |
| **Integrity*** I am honest, ethical and maintain public trust
* I do what I say I’m going to do and I stand up for what I believe in
* I set a standard to be proud of amongst the community
* I do the right thing - even when no-one is looking
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| **Selflessness*** I am willing to put others before me and assist them when needed
* I put the good of the PP&VA and the community above personal goals
* I support sustainability and cater for the wellbeing of future communities
* I uphold social justice principles
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| **Accountability*** I take responsibility for decisions and actions, whatever the outcome
* I take responsibility for work, behaviour and how resources are used
* I ensure a safe and healthy workplace
* I take ownership of my work
* I operate within delegations
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| **Honesty*** I tell the truth and correct misinformation
* I will refuse any bribes and I do not steal
* I trust in our relationships
* I ensure duties are undertaken in a lawful manner
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| **Leadership*** I am creative and innovative
* I take responsibility and I am a good role model
* I inspire others in the organisation and community to be the best they can
* I have the courage to do the right thing
* I listen and communicate clear directions and actions
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| **Impartiality*** I am always fair and treat people equally
* I am understanding and act objectively
* I separate personal interests from work responsibilities
* I base all decisions on merit and facts I am consistent in the application of processes
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| **Openness*** I am transparent and straight-forward
* I am able to discuss problems or concerns and give reasons for decisions
* I share information appropriately
* I am obliged to report wrong-doing
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| **Respect*** I treat others fairly and objectively
* I value and accept other people’s differences
* I treat others with dignity, kindness and in the spirit of service
* I treat people how I would like to be treated
* I recognise the worth of individuals
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