

## Position Description: Public Convenience Cleaning Officer

### Position Details:

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**Employee:**

**Classification:** Band 1  
**Position Number:** CD 058  
**Business Unit:** Shire Services

### Organisational Relationships

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**Reports to:** Public Convenience Cleaning Team Leader  
**Supervises:** Nil  
**Internal Liaisons:** Other Council staff  
**External Liaisons:** Patrons  
Community and Regular User Groups

### Key Objectives

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To provide clean and safe facilities for all patrons, user groups and the general public in accordance with operational policy and procedures at Various Public Conveniences and Council operated facilities throughout the shire

### Key Responsibilities

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#### General Cleaning and Maintenance

- Maintain and clean Public Convenience facilities to ensure they are well presented and suitably prepared for use including windows, floors, toilets, urinals, hand basins, walls and other components;
- Carry out minor maintenance on equipment, fixtures and fittings, depending on skill level and experience;
- Carry out minor repairs where possible, and report major repair requirements to the Public Convenience Cleaning Team Leader
- Ensure security of all facilities as required;
- Maintain the exterior of any Council facility, as required;
- Ensure the gardens at the front of the building are free from rubbish and other litter;
- Attend to any cleaning requirements that may arise during the day at any Public Convenience including emergency responses.

## Customer Services

Perform all tasks/duties in a manner which promotes effective teamwork and good public relations.

## Administration

- Ensure relevant checklists are completed and signed;
- Maintain communication with the Team Leader to ensure adequate supplies of chemicals and cleaning materials to fulfil cleaning duties are always available.

## Key Selection Criteria

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The employee will demonstrate the following:

### Functional Competencies (Technical)

- Demonstrated relevant experience;
- Basic administrative skills to complete and maintain accurate records;
- Demonstrated experience working in a team environment in a public facility;

### Personal Competencies (Behaviours)

- Demonstrated problem-solving skills, including the ability to analyse statistics and plan preventative actions;
- Good Communication and people skills
- Ability to gain cooperation and assistance from other employees and external stakeholders.
- Ability to remain pleasant and courteous at all times even when dealing with difficult people.
- Ability to deal discreetly and tactfully with confidential and sensitive matters.

### Qualifications/Experience

- Previous experience in general cleaning of a Public Convenience facility;
- Chemical Handling qualifications desirable;
- Ability to work harmoniously in a team environment;
- Good public relations skills.

## REQUIREMENTS

<b>Accountability and extent of authority</b>	<p>Responsible for ensuring Councils Public Conveniences and any other facility as directed, is presented in a clean and safe condition;</p> <p>Responsible for assisting to ensure the safety of patrons;</p> <p>Required to work individually or as part of a team under general supervision;</p> <p>Responsible for ensuring the security of the facility to the extent of individual area of responsibility.</p>
<b>Judgement and decision making</b>	<p>The incumbent is required to use his/her personal judgement to solve minor problems.</p> <p>Jobs are generally clearly-defined or documented, and well-understood.</p> <p>Capacity to prioritise conflicting requests and needs associated with the use of the facilities;</p> <p>Capacity to identify and address hazardous workplace situations especially in relation to manual handling and the use of chemicals.</p>
<b>Specialist knowledge and skills</b>	<p>Knowledge and experience in cleaning and minor maintenance procedures;</p> <p>Basic administrative skills;</p> <p>Experience in cleaning at a Public Convenience facility is desirable.</p>
<b>Management skills</b>	<p>Not applicable.</p>
<b>Inter-personal skills</b>	<p>Able to work in a team environment, and individually;</p> <p>Ability to discuss and resolve problems with colleagues</p>

### Additional Requirements

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The incumbent will adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures
- Southern Grampians Shire Council Staff Code of Conduct
- The Privacy Act
- The Equal Opportunity Act
- The Occupational Health and Safety Act
- Government/Industry Codes of Conduct and
- The Southern Grampians Shire Council Enterprise Agreement
- The Municipal Emergency Management Plan

**OH&S:** While at work, you must take reasonable care for your own health and safety, and the health and safety of persons who may be affected by your acts or omissions at a workplace, cooperate with your employer to comply with a requirement imposed by or under the Act or the regulations and comply with all relevant safe work procedures.

While at work, you must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.

**Employee Conduct:** As a public sector organisation, it is an expectation that every employee has a strong customer service and community development approach to the delivery of their duties, in line- with the organisations values and Employee Code of Conduct

An employee of the Southern Grampians Shire Council may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

**Performance Targets** will be negotiated as part of Council's regular Employee Development Program planning and review process.

A Police Record check and a Medical Declaration are required prior to employment.

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## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_