

POSITION DESCRIPTION

Team Leader – Community Facilities (POS1441)

Directorate:	City, Community & Culture	Department:	Community Facilities Management
Position Grade:	10	Reports to:	Coordinator Community Facilities Management
Last review:	November 2018	Next review:	November 2020
		Version No.:	2.0

Position purpose:

To lead & motivate the cleaning team delivering defined services. Must be an effective team leader focused on customer care with a 'can do' attitude. The ability to assign cleaning areas to staff, carry out daily inspections to ensure operatives are cleaning premises such as community centres, libraries, Council Chambers, community buses, depot, parks amenity buildings,, administration building, special events and adhoc requests. Ensure that the cleaning operatives are trained and their workload is manageable. As a leader, having with the flexibility and adaptability to direct the team in a rapidly growing LGA and ever-changing business environment.

Key accountabilities/responsibilities:

Responsible for:

- 1) Developing and implementing work programs (includes, daily, quarterly and intense cleans) that are aligned to the scope of works for the cleaning team. To meet the needs of the organisation, internal/external customers including programs for contractors and pathway requests being addressed within the specified timeframe.
- 2) Ability to deliver excellent customer service and positive working relationships with internal/external customers. Interact and liaise with them on a regular basis to ascertain their needs are being met. This includes regular meetings with the cleaning team and internal/external stakeholders. Undertaking weekly facility, cleaning inspections and accurately estimate the time and resources necessary to complete the program successfully, achieving corporate goals and to maximise customer satisfaction.
- 3) Ensuring that all Team members are fully trained in relation to their job requirements and maintain accurate training and attendance records and annual competency assessments as required. This is inclusive of input to the payroll system.
- 4) Effectively planning, supervising and coordinating staff to ensure that operational requirements are always met. Ensure that the Cleaners stores/vans are replenished and stock takes undertaken to manage cleaning stock.
- 5) Providing input and coordinating the daily expenditure, including accounts payable and receivable in relation to cleaning contractors and liaise with suppliers to ensure that the best value products are being sourced.
- 6) Undertaking any other requests/duties as directed by the Coordinator Community Facilities Management associated with the operational requirements of the cleaning team. This includes and not limited to undertaking cleaning tasks when required or to support staff shortage in addition to administration and supervision duties.
- 7) Collating daily cleaning reports that are accurately completed, handed in as required. Ensuring the recording and monitoring of work teams is carried out.(K P I's for statistical information and monthly reporting.
- 8) Provide the team with appropriate PPE, training of equipment in safe handling of chemicals and the use of cleaning products. Ensuring that each job is carried out in accordance to the current Australian Standards, risk assessments and WHS requirements. Undertake the operation of plant, equipment and hand tools required to complete the duties of a cleaner

Decisions made in the position:

- 1) Program development and implementation, including budget allocation as per Council's Management Plan
- 2) Allocation of work teams
- 3) Recommendation of Leave approval for work teams

Decisions referred:

- 1) Appointment and Dismissal of staff
- 2) Allocation of budget outside of delegation

Key issues/challenges:

- 1) Meeting the obligations of the works programs in a timely and efficient manner
- 2) Coordination of programs to meet the needs of the community and stakeholders
- 3) Supervision of work teams
- 4) Prioritise work programs to meet organisational goals

Key working relationships:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Coordinators • Works teams • Manager Recreation and Community Infrastructure • Other Council departments | <ul style="list-style-type: none"> • Mayor, Councillors, external stakeholders • Suppliers, contractors |
|---|---|

POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Current Class C Drivers Licence
- Certificate IV Cleaning Management
- White Card

Experience

- Extensive years of experience in supervising, leading, motivating a team – creating a positive team environment
- Extensive experience using computer software applications such as Outlook, Word, Excel, Pathways, Aurion, Trim, Tech One
- Experience in managing the expectations of internal and external customers
- Experience and ability to undertake manual handling activities
- Demonstrated experience in working as a leading hand to support the cleaning team when required.
- Demonstrated ability in leadership skills, conflict resolution skills and time management skills

Knowledge and Skills

- Knowledge of Occupational Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Ability to assess situations and take appropriate action
- Identification and safe handling of hazardous substances and cleaning products
- Strong Leadership skills with the ability to ensure team meets KPI's
- Good written and verbal communication skills
- Ability to adapt and facilitate a changing work environment

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Certificate III Cleaning Operations (Chemicals)
- High attention to detail
- Continued professional development as appropriate

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous