

Position Description

Position Title:	Cleaner
Reports To:	Team Leader – Aquatic Customer Services
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Aquatic Services
Children's Worker:	Yes
Delegations and Budget Responsibilities:	As per the Delegations Register

Purpose

To help maintain great customer service by carrying out cleaning duties across the public spaces within the facility. You will play a very important role within Splash Palace as the cleanliness and tidiness of the facility directly impact how our visitors engage with and rate the quality of their experience. It also directly contributes to providing a healthy and safe environment when carrying out your work.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Cleaning

- Keep an updated time log of toilets and guest facilities cleaned.
- Clean public and staff areas, inside and outside the facility.
- Ensure changing rooms are cleaned and tidied during your shifts, this includes, toilets, showers, mirrors, hand basins, rubbish bins and floors are clean and tidy at all times.
- Ensure the foyer and offices, including windows, rails, gates and toilets, consistently remain clean and tidy.
- Sinks, bench tops, tables and whiteware are cleaned and disinfected in the meeting room.
- Window interiors and mirrors are streak and grime free.
- Maintain a high standard of cleanliness as indicated by customer satisfaction surveys.
- Clean and disinfect toilets, mirrors, hand basins and floors in the foyer/meeting room.
- Monitor stock levels and ensure replenishment of all necessary cleaning products and supplies for the facility.
- Undertake cleaning of any other areas as required from time to time in an efficient manner in accordance with the general objectives.

Customer Service

- Provide a professional, friendly and informative service to customers, ensuring agreed standards of service are delivered to both external and internal customers.
- Meet user and public expectations in the role regarding personal appearance, customer relations and general knowledge of services and facilities.
- User experience is both safe and enjoyable. Interaction with customers' impacts positively on their behaviour, ensuring a safe environment is maintained and accidents prevented.
- Uniform is kept clean and presentable.
- Any lost property is collected and placed in reception. Lost property is left in reception to be reclaimed.

Health and Safety

- Participate and contribute to health and safety continuous improvement initiatives.
- Report all incidents, including near misses, whether or not these incidents involve actual consequences.
- Ensure safe work practices are followed. Proactively promote safe behaviour and injury prevention.
- Participate in training and working safely including the proper use of safety equipment.
- Ensure safety at work is a top priority.
- Comply with health monitoring requirements as required for roles potentially exposed to hazardous substances and/or those undertaking physically demanding tasks.
- Report any damage found to fittings.

Training

- Keep up to date with all relevant training.
- First aid certificate.
- Ecolab online training or other chemical training as required.
- Training new and existing staff.
- Following all procedures and NOPS for cleaning and handling blood and body fluids.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

First aid certificate

Knowledge, Skills and Experience

Essential:

Previous cleaning or commercial cleaning experience

Comprehension, literacy and numeracy skills

Knowledge of the safe use of cleaning chemicals

Desirable:

Physically fit and energetic

Provides a high level of customer service

Friendliness, enthusiasm and professionalism

Discretion and sound judgement, uses initiative to do what needs done

A good team player

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.