



POSITION DESCRIPTION

CSCS TEAM LEADER/CLEANER

Position No.	653534
Campus	Albury
Classification	Level 3 , Step 1
Hours per Week	20
Employment Status	Permanent
Nature of Employment	Continuing

COMPANY – ORGANISATIONAL ENVIRONMENT:

Charles Sturt Campus Services (CSCS) is a company owned by Charles Sturt University (CSU). The company employs over 100 staff and provides services to Charles Sturt University and Commercial businesses across regional New South Wales and Canberra.

CSCS is contracted to provide a range of services, these include; commercial cleaning, a laundry service, a courier service, and building maintenance services.

POSITION OVERVIEW:

Through leadership and direct cleaning; assist in maintaining an exceptional level of cleanliness for CSU and clients and ensure that areas of responsibility are well maintained, clean and tidy, and aesthetically pleasing to all students, staff and visitors of the University and related businesses.

CSCS requires a responsible, patient, motivated individual with great work ethic, who looks at the bigger picture, is capable of making informed decisions, feels comfortable delegating work and through their nature and communication skills will get the best from the people they interact with. They will have a consistent approach to all aspects of the role.

The person will be responsible for unlocking CSCS offices at five am, monitoring phones for any messages regarding absentees, and if required contact or coordinate leave relief or casual staff to fill in for absent staff.

The person will assist staff with day to day needs in relation to provisions and queries. They will assist in monitoring time in attendance records and the completion and return of Work Orders. They will play an active role in safety and quality assurance programs, conduct work related investigations and administer first aid as required.

The person will be required to clean when and where the need arises, maintaining services to a standard.



POSITION OBJECTIVES:

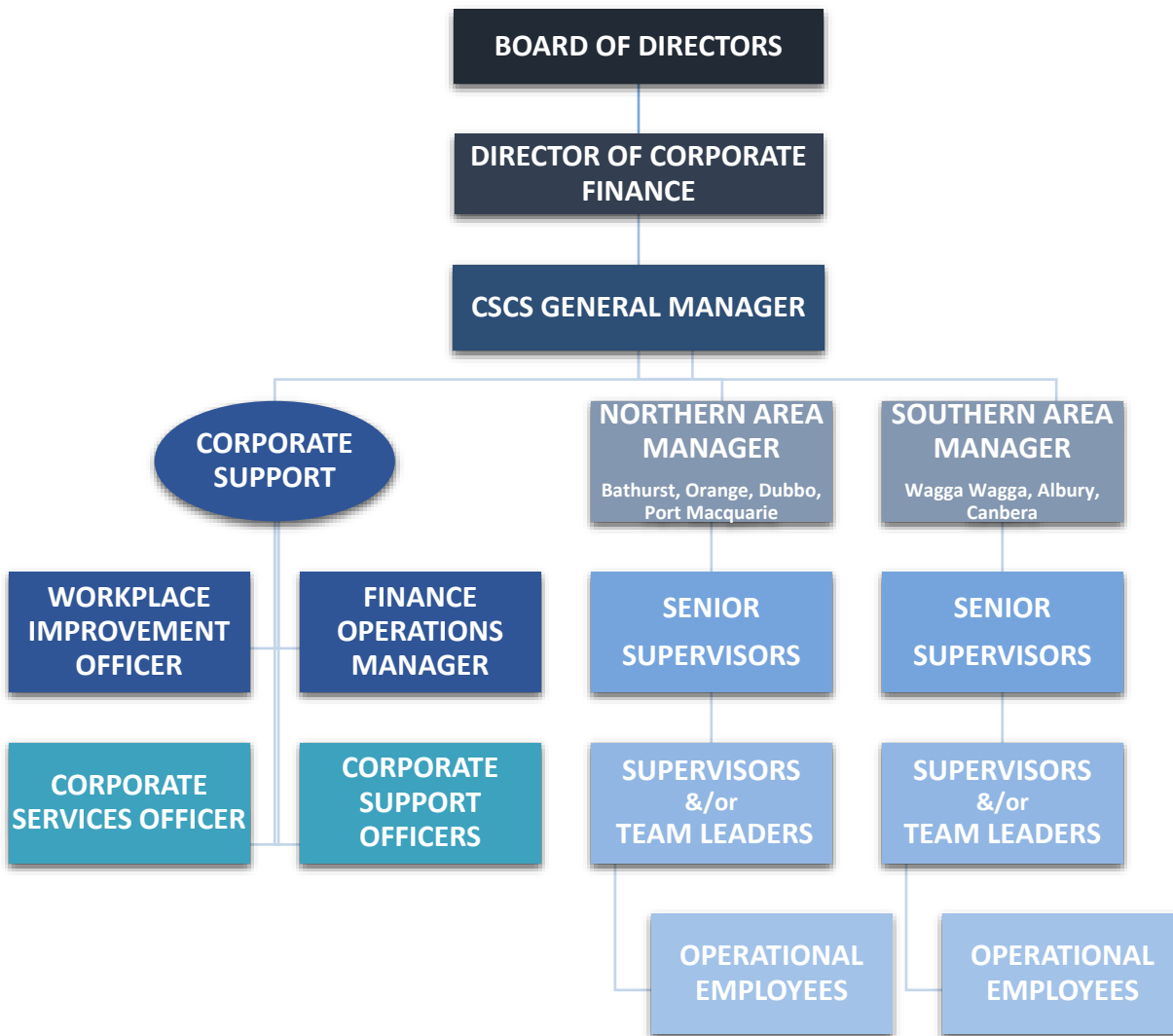
- Assist and contribute in the supervision and delivery of safe and high quality services, meeting company and customer expectations.
- Lead by example and actively promote and participate in staff engagement
- Assist management to ensure employees, adhere with legislative compliance and company procedures and policies.
- To ensure university facilities are kept in a clean, and safe condition for all users.
- To adhere to daily cleaning schedules, meeting customer expectations
- Where required provide prompt and accurate reporting on Quality, WH&S, Environment, Industrial and operational matters.



REPORTING RELATIONSHIPS:

- This position reports to: Snr Supervisor
- This position supervises: Operational Staff

ORGANISATIONAL CHART:





CSCS LEADERSHIP VALUES, PRINCIPLES & RESPONSIBILITIES:

WORKPLACE CULTURE

Work to the best of your ability and to the highest standard whilst encouraging CSCS employees do the same. Create a united professional team who understand company values and take pride in their role and foster continuous improvement through training, communication and learning opportunities.

Ensure the image of the company is represented in a professional and positive manner through appropriate dress, conduct and attitude.

Believe in yourself and trust your abilities, demonstrate confidence in your team members and trust in their abilities.

ENGAGEMENT, PARTICIPATION, COMMUNICATION & INTERPERSONAL SKILLS

Continually develop interpersonal skills, respectfully interact with colleagues and be actively involved in workplace improvement initiatives and activities.

Assist and support CSCS employees in understanding & implementing requests and directives made by management and the client.

WORKPLACE HEALTH, SAFETY, WELLBEING & ENVIRONMENT

Actively promote and encourage awareness, oversee compliance and best practice in the workplace.

To the best of your ability maintain a level of physical and mental wellbeing to safely and effectively fulfil our duties.

TRAINING/SPECIALIST SKILLS & KNOWLEDGE

Identify skill shortages and constantly update competency levels to effectively meet business requirements.

SERVICE EXPECTATIONS

Ensure the services we provide encompass all client and company expectations.

REPORT & DOCUMENT

Have a sound knowledge, understanding and proficiency in accurate reporting and associated documentation.



KEY RESPONSIBILITIES AND DUTIES:

STAFF

- Engages the workforce by interacting daily with the staff on the job
- Adopt and encourage a team approach to the work being completed
- Contribute to work quality and continuous improvement.
- Within their area of influence or as directed coordinate duties as necessary to meet operational requirements.
- Attend and/or facilitate regular meetings as required.
- Involved in performance management processes as required.
- Ability to work flexible hours, including early mornings, weekend and public holidays
- Assist in the provision of induction training, on-the-job training and awareness programs

CUSTOMER SERVICE

- Maintain a good working knowledge of CSU & client networks, facilities, partnership agreements and software programs as required.
- Be present in the Company uniform at all times whilst on duty.
- Liaise with the end users as required to form relationships and build a mutual understanding of expectations
- Be customer focused, assuming ownership and responsibility for providing quality service to meet the needs of all customers
- Actively involved in quality assurance programs including the management of complaints e.g. 360 degree feedback
- Lead by example and promote a professional workforce culture

BUILDING, FACILITIES & EQUIPMENT

- Provides a level of supervision that ensures the servicing of areas meet company and client requirements and expectations.
- Report any vandalism or damage utilising company and CSU systems as soon as practicable.
- Actively promote best work practice such as respecting and maintaining working areas and equipment in a good and safe condition.
- Manage all buildings and equipment assets in your control to ensure protection from fire, theft, damage and loss.



GENERAL RESPONSIBILITIES

Consist of but not limited to:

- Cleaning duties
- Supervise, control and monitor all staff as needed or directed to successfully fulfil operational requirements
- Uses coaching skills effectively to improve staff performance
- Fosters a work environment characterised by mutual respect
- Carry out administration procedures such as payroll, data entry and assist in the development, documentation and implementation of policy, procedure and awareness programs as required
- Collate and report on Quality, WH&S, Environment, Industrial and Operational matters, identifying and highlighting focal points and areas of concern
- Provide assistance where necessary to ensure rosters are cost effective, set to cover operational requirements and timesheets truly reflect employee claims and attendance

WORK HEALTH & SAFETY:

All employees have a responsibility to care for and promote Work Health and Safety for themselves and their fellow workers. In meeting their duty of care, each employee must comply with the following criteria:

- Take reasonable care to protect their own safety and health at work.
- Ensure that they do not endanger any other person through any act or omission at work.
- Ensure that correct use is made of all equipment provided for health and safety purposes.
- Obey all instructions issued to protect their own personal health and safety, and the health and safety of others.
- Ensure that they are not under the influence of alcohol or drugs while at work.
- Report all incidents and hazards through the appropriate channels and make recommendations as deemed necessary to avoid, eliminate or minimise any hazards.
- Keep their work area clean and tidy.
- Take immediate and appropriate action in the event of an emergency or in any circumstances that could endanger the life or wellbeing of any person
- Conduct incident investigations as required, and participate in and provide all necessary documentation and support as required for insurance claims management.
- Comply with all WH&S policies, procedures and safe work instructions applicable to your role.
- Participate in risk management activities and safety activities as required by your role or nominated by your Manager.
- Work safely and not place yourself at risk, or any other worker or member of the public.
- Conduct workplace quality, safety inspection audits using the appropriate inspection checklist, and implement actions to resolve identified hazards.



JUDGEMENT AND DECISION MAKING:

- At times this position requires the incumbent to use their own judgement on what needs to be completed and when it should be done ensuring that there is no disruption to customers
- There are schedules to comply with but the incumbent should be flexible especially where emergency situations arise.
- Effective time management skills

SPECIALIST SKILLS AND KNOWLEDGE:

- Ability to work unsupervised and as part of a team.
- The incumbent requires the proficiency or knowledge in the use of specialised cleaning equipment, materials and chemicals
- Basic computer skills and knowledge of Microsoft software

INTERPERSONAL SKILLS:

- Excellent verbal communication skills are required with the fellow colleagues, staff members, and customers
- Able to actively participate and promote inclusive work practices and engage staff effectively

ESSENTIAL PHYSICAL REQUIREMENTS:

Substantial manual handling is an inherent physical requirement of this role.

The incumbent will be required to:

- Perform push/pull, reaching, grasping, fine manipulation tasks including lifting items up to 10kgs
- Possess the physical ability to carry out cleaning duties which involve frequent bending, reaching/stretching, squatting, repetitive lifting and standing for lengthy periods

KEY PERFORMANCE MEASURES:

- Actively promotes and participates in quality engagement within the entire organisation, networks and partners
- Engages the workforce by interacting daily with the staff whilst performing their duties
- In general the incumbent must ensure that a high standard of cost effective services are carried out using safe work methods
- Timely and accurate reporting
- Company benchmarks and targets are met as directed
- Proficient in decision, mediation and delegation skills
- As part of this role the incumbent is responsible for carrying out delegated cleaning duties, it is expected that these duties are performed to a high standard, using safe work methods



SELECTION CRITERIA:

Applicants are expected to have the following requirements to be considered for this position:

ESSENTIAL

- Experience or knowledge in general commercial cleaning.
- Knowledge in Work Health & Safety compliance and legislation.
- Experience or knowledge in using various cleaning equipment (commercial and industrial).
- Experience or knowledge in the safe use of chemicals and manual handling procedures
- A record of excellent work ethics (i.e. pride in work, reliable, well presented, punctual)
- Ability to work effectively and efficiently both within a team and unsupervised.
- Good communication and interpersonal skills especially the ability to delegate effectively.
- Good knowledge of and commitment to safe working practices.
- Ability to work early morning and weekend shifts.
- Commitment to quality assurance programs
- Commitment to a team based work ethic and staff engagement
- Commitment to training and education as required to maintain and improve knowledge and skills pertinent to role
- Current Drivers Licence
- National Police Check

DESIRABLE

- Certificate IV Frontline Management
- Certificate III Asset Maintenance
- First Aid Certificate