



WILLINGA PARK

## JOB DESCRIPTION

POSITION:	Cleaning Services Team Member
REPORTS TO:	Property & Accommodation Manager
UPDATED:	February 2022

Reporting to the Property & Accommodation Manager, the Cleaning Services Team Member will demonstrate effective and efficient cleaning methods throughout the accommodation, amenities and common spaces, while demonstrating time management skills, a high attention to detail and a prestigious final product.

### DUTIES AND RESPONSIBILITIES:

- Dusting furniture, equipment, partitions, walls.
- Clean and disinfect sinks, countertops, floors, toilet, mirrors, tables, chairs, refrigerators, microwaves, and other appliances onsite.
- Sweep, mop, and vacuum floors.
- Empty rubbish cans and recyclables into disposal areas.
- Clean and style onsite and off-site accommodation, corporate offices, and common spaces efficiently, to brand expectations, and with great attention to detail.
- Refresh and replenish accommodation with amenities, supplies, linen, and applicable collateral to ensure all items are available for guest.
- Take a proactive approach to prevent guest challenges by inspecting work, identifying and communicating maintenance concerns, and replacing items when necessary.
- Effectively engage and build rapport with guests and visitors, to identify needs and ensure satisfaction.
- Take ownership to resolve guest challenges, working collaboratively with the Cleaning Services Team and the Property and Accommodation Manager.
- Identify potential safety or maintenance issues and communicate them to the Property & Accommodation Manager.



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### **POSITION ATTRIBUTES:**

#### **Excellent written and oral communication skills**

The Cleaning Services Team Member will be communicating with staff and external stakeholders and suppliers. It is critical to establish and build strong relationships with internal and external stakeholders.

#### **Team Player**

The Cleaning Services Team Member will demonstrate teamwork skills. This includes no office politics by showing equal respect to your colleagues and team members at all times. As the Cleaning Services Team Member will have interaction with the public from time to time, the Cleaning Services Team Member will have this same level of contact and will need to develop and foster positive internal and external relationships to manage ad-hoc duties and tasks as directed by the Management team.

#### **Delivery of service**

The Cleaning Services Team Member must ensure the delivery of service to the public, sub-contractors; tenants and clients are attended to in the first instance. This involves the constant feedback on progress to the stakeholders to ensure the delivery of service is of a high standard.

#### **Company Values**

The Cleaning Services Team Member will positively follow the Company values to ensure the culture is maintained as a family owned, positive, professional business.

#### **Presentation and Image**

The Cleaning Services Team Member must be professionally presented and have a clear understanding that they are representing Willinga Park with a professional manner at all times.

#### **Self-Starter**

The role requires a level of autonomy in that the Cleaning Services Team Member provides support to the General Manager, colleagues and other stakeholders and will not have to require ongoing direction. That is, the Cleaning Services Team



## WILLINGA PARK

Member will understand the position and create opportunities to better the role with fresh ideas and innovative ways of undertaking it.

### Feedback

The Cleaning Services Team Member will participate from time to time in a feedback process such as 360 degree or a formal review as part of their professional development. The Cleaning Services Team Member will use this feedback to understand development and learning opportunities associated with their role within the business. Annual reviews will be conducted with your direct manager and Head of Human Resources as well as encouraging live feedback at any time you or your manager feel necessary during your employment. It is expected that all staff engage in feedback discussions in an open and constructive manner and work together with their manager on genuine opportunities to improve performance.

### Software

The Cleaning Services Team Member is required to be proficient in all aspects of the following software programs:

- Microsoft Office software, including Word, Excel, PowerPoint and Outlook.

### Target Safety – Aim High

All Willinga Park and other associated entity workers have a duty to:

- take reasonable care for their own health and safety.
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- comply, so far as they are able, with any reasonable instruction that is given by Willinga Park to allow it to comply with its work, health and safety obligations.
- co-operate with any reasonable policy or procedure of Willinga Park relating to work health and safety.
- follow all Safe Working Procedures and Safe Work Method Statements relevant to their role.

### Risk management

All Willinga Park and its associated entity employees have a duty to identify and assess potential risks that may hinder the reputation, safety, security and financial prosperity of Willinga Park and its associated entities.

- Manage the process of identifying and assessing the risks that could/would affect the business.



WILLINGA PARK

- Report and communicate risk issues to Risk Management Committee as soon as possible.
- Implement where appropriate, risk control actions.
- Comply and implement systems, policies and procedures for the identification of risk.
- Collection, analysis of risk related and compliance information and share with Willinga Park and its associated entity employees and management where required.

Employee Name: \_\_\_\_\_ Manager Name: \_\_\_\_\_

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

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