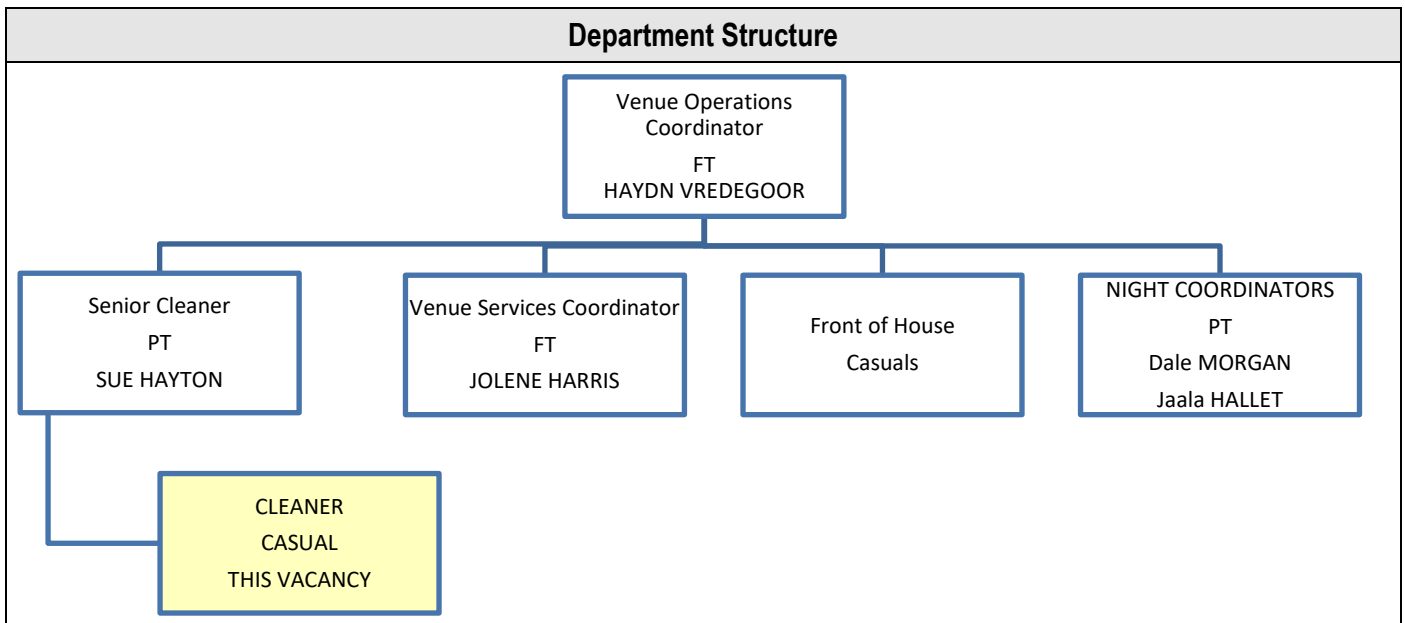


Position Title:	Cleaner
Award / Level	LGA Level 2
Department:	The Joan
Type:	Casual

Position Purpose

To perform all duties associated with cleaning operations at the Joan Sutherland Performing Arts Centre, including, but not exclusive to, the cleaning and servicing of the theatres, workshop and conservatorium rooms, public areas; back of house areas and housekeeping stores and other Penrith Performing & Visual Arts sites if required..



Key Result Areas

1. Operational

Major Tasks

- Maintain and carry out scheduled cleaning and minor maintenance duties as required and in accordance with the program schedule and Senior Cleaner's directions.
- Carry out cleaning duties as required for events and functions and ensure specific requests are met. Ensure all public areas are maintained to a high standard of cleanliness and hygiene for guests, patrons and visitors (including theatres, galleries, halls, studios, corridors, foyers, carpets, lifts, public and staff toilets, staircases, fire stairs, glazing, kitchen, bars, conference rooms and stores).
- Ensure prompt efficient and courteous service to all staff, patrons and visitors and deal with all customer service situations in a positive, friendly and helpful manner.
- Notify appropriate staff regarding maintenance requirements and equipment that requires repairs.
- Handle cleaning equipment safely and follow all of the procedures for the correct use of chemicals as advised by the supplier and use the necessary personal protective equipment (e.g. gloves) for every task.
- Maintain and restock the cleaning trolley and store areas to required levels to allow efficient servicing of the building.
- Ensure procedures are followed for manual lifting, bending at the knees and seeking assistance to move heavy objects.
- Maintain security in the workplace and keep all rooms, theatres, halls and storerooms locked as required.
- Report and record all hazards, breakages, equipment damage, graffiti and security concerns to the Venue Operations Coordinator (Senior Cleaner or administration and technical staff if necessary).
- Record all injuries in the injury register and notify the Venue Operations Coordinator immediately.

2. Decision Making

Major Tasks

- The Cleaner facilitates the efficient cleanliness of all of The Joan venues and ensures the provision of excellent service to The Joan staff, visitors and patrons.
- Any difficult situations or enquires which cannot be dealt with should be referred to the Venue Operations Coordinator or the Senior Cleaner.

3. Other Responsibilities

- Ensure that The Joan is maintained to a high standard of security and cleanliness and hygiene for all our staff and guests.
- Ensure effective liaison and consultation with Venue Operations Coordinator and The Joan staff as required and expected.
- Ensure doors are fully opened first before pushing trolleys through doorways to avoid damage to walls and paintwork.
- Ensure equipment is stowed close to walls and not left sticking out in the hallways where guests and staff may injure themselves.
- Ensure keys are kept in a safe place and signed out at the beginning and back in at the end of each shift.
- Attend staff meetings as required.
- Maintain teamwork by approaching duties in an enthusiastic and positive manner and assist other staff in any task or duty as required to ensure continual efficiency in the workplace.

4. Security and WHS

Major Tasks

- Ensure security and safety of site (follow all established procedures, safety protocols and alarm activation/deactivation)
- Report incidents in accordance with set procedures (injury, hazard, theft, damage) in accordance with PP&VA WHS policy and protocols.

NB: All shaded Key Result Areas are compulsory for every Position Description

5. Customer Service

Major Tasks

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA

2. Corporate Governance and Effective Work Practices

Major Tasks

- Work as part of a team
- Ensure all work is completed accurately and on time
- Support other team members
- Actively listen and use positive communication techniques
- Work within the policies, guidelines and statutory requirements for the work being undertaken
- Follow defined WHS guidelines, and maintain a clean and safe workplace
- Provide effective customer service, always be conscious of PP&VA's public image
- Deal with the public in a courteous manner and promote PP&VA in a positive way
- Undertake alternative duties as directed from time to time
- Supervise and/or train staff (after sufficient experience with PP&VA)

Individuals with NO Staff reporting to them

3. Work Health and Safety (WHS)

Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Performance Expectations

- Work completed is accurate and attention to detail is demonstrated
- Work from any of PP&VA's sites and carry out other duties as required
- Initiative is used in solving workplace problems and contribution is made to workplace change
- Punctuality and attendance is satisfactory and leave is planned well in advance
- Time is managed efficiently and work is completed within reasonable timeframes
- Work is completed in line with WHS guidelines and contribution is made to WHS consultative process
- Effective communication and interpersonal skills are applied
- Motivation and cooperation are demonstrated
- Undertake training as directed
- Commitment to EEO and anti discrimination is demonstrated
- PP&VA resources are used efficiently

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Public and facility cleaning experience.
- Demonstrated verbal and written communication skills.
- Demonstrated knowledge of safe chemical handling.
- Proven experience of correct manual handling techniques.
- Demonstrated capacity to work independently and proven customer service skills.

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the PP&VA and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

Values and Behaviours

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals