



## POSITION DESCRIPTION

### SITE CLEANER / GENERAL ASSISTANT

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#### **Primary Purpose of Position:**

- To ensure the club is a presentable, clean and comfortable environment for all patrons & staff.
- Meet and greet customers ensuring all patrons are met in a friendly, courteous and comfortable manner when visiting the club.
- To assist the Functions team with general room set up and pack downs.

#### **Employment Conditions**

<b>Supervisor:</b>	Shift Supervisors and People & Functions Manager
<b>Grading:</b>	Leeton Soldiers Club modern award system – Grade 3 Starting grade will depend on qualifications and experience.
<b>Probationary Period:</b>	Your employment with the Leeton Soldiers Club is subject to a probationary period of three (3) months from your date of commencement. LSC will review your performance during the probationary period and if satisfactory, ongoing casual employment will be confirmed. Leeton Soldiers Club reserves the right to terminate your employment in the event of your performance being assessed as unsatisfactory.
<b>Superannuation:</b>	In accordance with the Superannuation Guarantee Legislation. Currently 9.5% of gross wages.
<b>Payment of wages:</b>	Paid weekly by direct credit into own banking institution.
<b>Hours of work:</b>	Currently a casual position with flexible working hours.  Normal working hours are from approx. 7am –1pm, five days per week including Tuesday's & Wednesday's however working hours are negotiable for the right

applicant. The role guarantees approx. 25-30 hours per week.

Duties of the position may require flexibility in relation to working outside these hours including public holiday and weekend work.

**Fitness for work:**

Employees should declare any health related issues or illnesses that may impact on their ability to perform this role. All employees of the Leeton Soldiers Club are to take reasonable care for his/her own safety.

While performing the duties of this job, the employee is regularly required to:

- Withstand long periods on his/her feet
- Bend
- Kneel
- Reach and grasp
- Repetitively lift items

**Work, Health & Safety:**

All employees must adhere to LSC's Health & Safety Rules, Regulations, procedures and policies as outlined in the LSC Employee Manual.

All LSC facilities have a "smoke free environment" whereupon smoking and e-cigarettes within such facilities and vehicles is not permitted. Any staff wishing to smoke must utilise the staff smoking area only.

**Qualifications and Experience:**

- Relevant demonstrated experience in a cleaning or housekeeping field or similar industry
- It is mandatory to possess and maintain a current Responsible Service of Alcohol and Responsible Conduct of Gambling certification. Failure to retain such a licence could be grounds for instant dismissal.
- It is mandatory to possess and maintain a current Class C driving licence. Failure to retain such a licence could be grounds for dismissal.

**Key Duties and Responsibilities:**

The Site Cleaner's responsibilities include:

- The cleaning of all Club property on a daily basis including but not limited to: all carpeted areas, tiled areas, toilet and sanitary facilities, furniture, windows, administration areas, function rooms, entrances and exits including externally.

- Ensure that the Club facilities are in clean neat and tidy condition for the start of trade on a daily basis. This includes ensuring all toilets are well cleaned, well stocked and well maintained and all floor surfaces are cleaned by vacuuming, brushing or mopping as appropriate.
- Assist with the movement of furniture and equipment for functions as required, according to the Function Coordinator's instructions.
- Assist the shift supervisor in the daily opening procedures of the club when/if required including the clearance of gaming machines
- Be responsible for the removal of garbage from all areas on a daily
- Ensure that the Gaming Room is meticulously cleaned on a daily basis including the machines, machine bases and cabinetry.
- Inform the Finance Manager of any equipment required to enable duties to be carried out effectively and efficiently.
- Cleaning of function spaces before/after events or as required.
- Any other cleaning as identified by yourself or Club Management.
- Inform Supervisors/Managers of any maintenance issues identified.
- Liaise with contractors and suppliers as needed
- Ensure all Health and safety issues are documented and passed onto Management.

### **Selection Criteria:**

#### **Essential:**

- Qualifications & experience as stated above
- Be self-motivated and the ability to multitask while working under minimal supervision
- Well-developed verbal & written communication skills with the ability to work cohesively within a team if needed and with both internal and external customers & suppliers
- High level of confidentiality
- Familiarity with general cleaning tasks
- Take accountability for the role and acknowledge its importance in the daily operational activities of the Club.

#### **Desirable:**

- Effective and efficient time management skills with an ability to stay focused on assigned tasks.
- Extremely high attention to detail with a demonstrated ability to identify problems and utilizing initiative to determine solutions.
- Familiarity with general maintenance and grounds keeping tasks

### **Performance Criteria:**

This position is highly regarded and forms an integral part of the overall Club's daily operations. It is imperative that all parties are able to maintain a professional and honest approach to all issues related to the Club.

The Site Cleaner is expected to undertake other duties and responsibilities relevant to the nature, level and scope of their capabilities, including but not limited to:

- Assist with service in the bar & bistro areas (if/when required)
- Attend training and continuous development opportunities as required.
- Maintain an excellent level of attendance, punctuality & performance
- Strict adherence to any WHS processes, procedures and policies including the reporting of any hazards, incidents and/or injuries
- Be courteous to the general public at all times. No comments on Club matters are to be made to the general public. Refer any such matters to the Club Secretary Manager.
- Greeting and interacting with patrons, visitors and members whilst maintaining a high standard of courtesy and professionalism at all times.
- Maintain customer confidentiality.
- Always be supportive of management policies with regards to our Vision & Values.
- Be a part of the team by working cohesively with others in the workplace
- Carry out all operations efficiently and ensure that there is minimal wastage in materials and labour

### **Organisational Relationships:**

#### **Reports to:**

Operations Manager

#### **Internal Liaisons:**

Secretary Manager, Board of Directors, Administration & Finance staff, Supervisors, bar & bistro staff, Chefs & kitchen staff, Maintenance staff, Cellarman, Greenkeeper, Cleaning staff and sub-clubs.

#### **External Liaisons:**

Service Clubs and sporting groups, Club patrons, entertainers, contractors and suppliers