

**Caretaker, Cleaner & Gardener
Position Description**

POSITION IDENTIFICATION	
POSITION TITLE: Caretaker, Cleaner & Gardener	SECTION: Cleaners and Caretakers
AWARD / AGREEMENT: Shire of Cranbrook Outside Staff Collective Agreement	LEVEL: 1 of the Shire of Cranbrook Outside Staff Collective Agreement
EMPLOYMENT TYPE: Permanent Part Time	HOURS: Approximately 20 hours per fortnight
LOCATION: Frankland River	
REPORTS TO: Manager of Works	SUPERVISION OF: Nil

ORGANISATIONAL VALUES
The Shire of Cranbrook strives to provide an outstanding workplace, where employees have the opportunity to grow and develop. The organisation is committed to the delivery of the Strategic Community Plan and Corporate Business Plan for the Shire and as such has adopted the following organisational values. These core values are essential to the success of our staff and organisation as a whole. Staff are expected to strive to achieve the Vision and demonstrate the organisational values.
ORGANISATIONAL VISION To deliver outstanding outcomes to our community through the exceptional performance of our people
ORGANISATIONAL VALUES Respect - Honesty - Teamwork - Safety - Accountability

POSITION PURPOSE AND OBJECTIVES
This role will require you to work independently to provide a high level of presentation of the public facilities in Frankland River. This role will also require a high level of customer service to guests utilising the Frankland River Caravan Park.
KEY FOCUS OF THE TEAM: To provide outstanding facilities and customer service for all users of the public facilities in Frankland River.
KEY FOCUS OF THIS POSITION: To provide well maintained, clean and safe public facilities. To provide outstanding customer service to guests of the Frankland River Caravan Park.

KEY RESPONSIBILITIES AND DUTIES

Customer Service

- Deal promptly, empathically and efficiently with customers to meet their needs adhering to customer service standards expected; and
- Ensure that customer service (both internal and external) is a primary focus.

Frankland River Caravan Park

- Maintain clean, hygienic and pleasant ablution, laundry and kitchen facilities;
- Provide Caretaker services including taking bookings, check-ins, key allocation, collection of fees and reporting;
- Attend to minor maintenance;
- Report all other maintenance;
- Maintain a safe work place and public space;
- Ensure the ablutions have an adequate supply of gas at all times;
- Ensure that refuse and recycling bins are put out for collection and returned at the appropriate times;
- Remit all monies received to the Shire Administration Office fortnightly;
- Attend to basic tourism and accommodation enquires;
- Maintain the register of guests; and
- Maintain the gardens and lawns.

Frankland River Hall, Community Centre, Public Toilets and Gardens

- Maintain clean, hygienic and pleasant public facilities in Frankland River;
- Maintain gardens and lawns within the Frankland River townsite;
- Attend to minor maintenance;
- Report all other maintenance;

Frankland River Hall – Hall users should ensure the hall is left clean after all events (excluding toilets), however the cleaner must ensure the hall is clean prior to any hall use and ensure that the toilets and kitchen are cleaned as well as checking floors, glass etc. The kitchen should be fully cleaned at least annually.

Frankland River Community Centre – this includes but is not limited to mopping and vacuuming of floors, wiping of surfaces, cleaning toilets, window ledges, skirting's etc. Windows are to be cleaned as required.

Frankland River Public Toilets – Ensure a high standard of cleanliness and hygiene in the public toilets, cleaning of floors, basins and toilets regularly. Ensuring that an adequate supply of toilet rolls and paper towels are maintained.

Commitment to Safety and Risk Management

An awareness of Risk and Safety in the workplace is essential to the wellbeing of all Staff, Visitors, Volunteers, Elected Members and others involved with the operations of the Shire. Risk to the organisation occurs in many areas, particularly in safety, finance and also reputation of the Shire.

Your commitment to Occupational Health and Safety requires:

- Ensuring your own safety and avoid adversely affecting the safety and health of any other person;
- Understanding of and compliance with your legal safety responsibility;
- Adherence to all organisational safety policies, procedures and processes;
- The timely reporting of any hazard, incident or accident;
- Participation in reducing hazards and facilitating a safer place to work;
- Commitment to a safe workplace; and
- Safe practices are adopted in carrying out work in isolation and with others, including compliance with statutory obligations and Council's Policy and Procedures, maintaining a Duty of Care in all aspects of work.

Your commitment to reducing Risk to the Shire of Cranbrook also includes:

- Having an awareness of risk and ensure you participate in any ways to reduce risk;
- Report all risks immediately; and
- Have a positive focus toward reducing the overall risk to the Shire.

KEY SELECTION CRITERIA

SKILLS, KNOWLEDGE AND EXPERIENCE:

Essential

- Be self-motivated and able to work unsupervised;
- Accurate numeracy skills and cash handling experience;
- Customer service skills; and
- Hold a current "C" class drivers licence.

Desirable

- Customer Service;
- Previous cleaning and/or caretaking experience;
- Previous gardening experience; and
- Experience in chemical handling.

ORGANISATIONAL CONTEXT

STRATEGIC COMMUNITY PLAN REFERENCES SPECIFIC TO THIS POSITION

Outcome 3.2: A built infrastructure servicing the needs of the community

Strategy 3.2.1: Maintain and enhance our roads, built infrastructure, parks and reserves.

WORK ENVIRONMENT

This position is based in Frankland River. At times the employee may be required to attend other locations.

CONTACTS

INTERNAL

- Manager of Works
- Executive Management Team
- Colleagues

EXTERNAL

- Members of the Public
- Caravan Park Guests
- Frankland River Community Resource Centre Staff

EXTENT OF AUTHORITY

This position operates under the general direction of the Manager of Works, within established guidelines, procedures and policies of the Shire of Cranbrook. Adherence to the Code of Conduct is essential.

ANNUAL REVIEW

At least once in each calendar year the Manager of Works will conduct an evaluation of the employee's performance. The annual review will include an assessment of achievement against performance objectives.

POSITION AND INCUMBENT DETAILS: Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position.

Employee Name: _____

Supervisor Name: _____

Employee Signature: _____

Supervisor Signature: _____

Date: _____

Date: _____

POSITION OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS**JOB SAFETY ANALYSIS (JSA) - CARETAKER, CLEANER, GARDENER****PHYSICAL DEMANDS CRITERIA**

Sitting:	No or very limited sitting is required for this position
Walking:	Walking between and within worksites.
Bending or Stooping:	Frequent bending and stooping while performing normal duties.
Lifting:	Lifting of items as required in works area.
Pushing:	Frequent pushing of equipment
Arm and Hand Movement:	Must have full dexterity of both hands and full arm movements, to enable use of plant and equipment and the handling of work related tools and other items.
Reaching:	Moderate reaching is required to undertake outdoor works.
Carrying:	Moderate carrying is required, but must consider other options for heavy items.
Neck Flexion and Rotation:	Frequent spinal rotation is utilized during normal daily work practices.
Handling/Dexterity:	Frequent handling of tools, equipment and plant operation consoles require a reasonable level of dexterity.
Eyesight:	Good peripheral vision and good hand eye coordination is essential. All other functions require a good standard of long and short vision.
Hearing:	A good level of hearing capability is required.
Psychological Factor:	An ability to work independently and in a team, whilst maintaining excellent observation and concentration skills. Good coping skills are important in the interaction with the workforce and members of the public.
Literacy and Communication Skills:	The ability to read and legibly write information. The ability to receive and communicate instructions and information accurately. Have reasonable verbal communication skills when dealing with other members of the organisation and the public.

AREAS OF POTENTIAL HAZARD AND RISK

- Plant and Equipment
- Traffic
- Manual Handling
- Slipping and tripping
- Public interaction
- Adverse weather conditions