

Kowanyama Aboriginal Shire Council

Position Description



Cleaner

Job Title:	Cleaner
Award:	Queensland Local Government Industry Award (Stream B) – State 2017
Division:	Division 2 – Section 4 (Hospitality Services)
Classification:	Level 2 – 3 (dependent on experience)
Department:	Office of the CEO
Reports To:	Accommodation Centre Manager
Approved:	Alan Neilan, Chief Executive Officer
Version Date:	13 April 2026

Position Objective

The role is responsible for providing a high level of customer service and ensuring a high level of cleanliness is maintained at the Council's Accommodation Centre and other Council facilities as required.

Position-Specific Key Responsibilities

- Complete cleaning duties at the Accommodation centre in line with the cleaning checklist.
 - Clean and service other Council facilities to the best possible level.
 - Maintain a high level of sanitation and safety through the work area including equipment and utensils.
 - Assist with stock inventory.
 - Acting in compliance with the relevant legislation with respect to cleaning and sanitation.
 - Other tasks as directed.
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Selection Criteria

Essential

1. Sound knowledge of cleaning practices to meet the requirements of public area and accommodation standards.
 2. Self-motivated with sound time management and organisational skills.
 3. The ability to follow directions with an interest in learning and a willingness to undertake further training
 4. Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome and enjoy providing good service.
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5. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and demonstrated ability to communicate effectively and sensitively with Indigenous people.

Key Performance Indicators

- Functions:**
- Work completed in required timeframes
 - Equipment and facilities maintained in good working order
 - Maintain all areas to a high level of cleanliness and tidiness at all times.
- Attendance:**
- Arrive at work on time.
 - All absences to be notified to your supervisor prior to commencement of workday.
- Customer Service:**
- Maintain a high level of customer services towards all clients.
 - No substantiated complaints.
 - No breaches of confidentiality.
- Workplace Health and Safety:**
- Follow Council OH&S policies, rules and guidelines.
 - Contribute positively to improvement initiatives.
 - Demonstrate a strong focus on workplace safety in accordance with Industry standards.
- Adherence to Council's policies and procedures:**
- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct.
 - No breaches of Council's policies and procedures.

Corporate Responsibilities

Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area and once shift is completed leave site directly after hand over.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence and only work the rostered hours assigned by management.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.

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- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
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Organisational Relationships

Reports To:	Accommodation Centre Manager
Internal Liaison:	Accommodation Centre Clients; all Council employees
External Liaison:	Suppliers; members of the Community

Mandatory Requirements

- Drivers Licence
- Police clearance

Position Description Authorisation

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.