



<b>Position Title:</b>	Club Cleaner
<b>Award:</b>	Registered and Licensed Clubs Award 2020
<b>Department:</b>	Corporate Services
<b>Reports to:</b>	Cleaning Supervisor
<b>Financial Accountability:</b>	Nil
<b>Supervisory Accountability:</b>	Nil

**Position Summary:**

The Club Cleaner is responsible for carrying out all aspects of general cleaning duties within the Rich River Golf Club to a high standard.

**Key Responsibilities and Objectives:**

- Maintain a high standard of cleanliness throughout the club including but not limited to vacuuming, dusting, polishing, disinfecting, mopping, spot cleaning, removal of cob webs, windows and internal glass and scrubbing.
- Complete duties assigned to each shift in a competent and timely manner, including but not limited to bathroom cleaning, completing all cleaning tasks within the bistro and café area, garbage removal, ensure that al fresco dining and mini golf areas tidy and clear of debris, cleaning of function areas after any functions and safe and correct chemical use.
- Present a professional image and standard of behavior when engaging with members and guests.
- Conduct all cleaning operations with minimal noise or disruption to Club patrons.
- Aid the Cleaning Supervisor in providing excellent facilities.
- Be proactive in reporting or addressing issues or items that need attention within the Club.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

**Key Selection Criteria:**

1. Cleaning and hospitality experience within a similar environment.
2. Ability to work to a high standard with minimal supervision and commitment to work as part of a team.
3. Ability to manage time and follow instruction.
4. Good interpersonal skills, with a friendly manner when dealing with public and other staff members.
5. Willingness to work weekends and variable shifts as required.

**Key Relationships:**

Internal: All staff

External: Members and their guests, general public, contractors, suppliers

Key Club Requirements	
<b>Adhere to Club Values</b>	<p>The values that we will live by in pursuit of our vision and mission are as follows:</p> <ol style="list-style-type: none"> <li><b>1. EXCELLENCE</b> We relentlessly pursue the best outcomes from all our endeavours. We work collectively and harmoniously to achieve our vision and do not tolerate mediocrity.</li> <li><b>2. RESPECT</b> We accept and respect one another, our members and our visitors regardless of gender, age, race, disabilities or beliefs. We respect our environment and ensure safety and sustainability</li> <li><b>3. RESPONSIBILITY</b> We take responsibility for our actions and understand our impact on others. We are responsible to our staff, our members, our visitors and our community. We conduct our business and ourselves in a lawful, ethical and socially responsible manner.</li> <li><b>4. FUN</b> Our offering to our members and visitors is Entertainment. A happy, fun environment is contagious and essential to success. We want the best available staff because we're a fun place. We want Rich River to be ALIVE WITH FUN.</li> <li><b>5. BOLDNESS</b> We want to be bold, innovative and willing to take risks in a responsible manner in pursuit of our vision and mission. We want to be welcoming of change and technology as an opportunity to enhance our Club and the benefits that we can provide to our members.</li> </ol>
<b>Workplace Safety Responsibilities</b>	<ul style="list-style-type: none"> <li>• Perform role in a safe manner by adhering to RRGC Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace.</li> <li>• Adhere to emergency procedures as detailed in the RRGC Emergency Procedure.</li> <li>• Ensure compliance with manual handling practices.</li> </ul>

<b>Code of Conduct/ Behaviour</b>	<ul style="list-style-type: none"> <li>• Demonstrate practice within the Vision, Mission and Values of RRGC.</li> <li>• Assist in establishing and maintaining effective communication systems within the Club and promote and maintain an environment of teamwork and professionalism.</li> <li>• Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g. Charter of Human Rights, Privacy Act &amp; Principles, Equal Employment Opportunity, Bullying and Harassment.</li> </ul>
<b>Organisational Expectations</b>	<p>Facilities and Equipment</p> <ul style="list-style-type: none"> <li>• Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times.</li> <li>• Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate department manager.</li> <li>• Ensure the safety and economical use of all resources.</li> </ul>
<b>Education/Training</b>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to personal and professional development.</li> <li>• Participate in professional development annually, with the Department Manager, identifying key areas for professional and personal growth.</li> </ul>

**Endorsement:** I have read and understand the requirements of this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_