

# Role Description

## Housekeeper Cleaning Supervisor

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Role number	
Classification/Grade/Band	Household Staff Grade 3
Senior executive work level standards	Not Applicable
ANZSCO Code	811211
PCAT Code	1119192
Date of Approval	21 May 2021
Agency Website	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

### Primary purpose of the role

Supervises a small group of Staff responsible for providing effective and efficient housekeeping and cleaning services at a boarding school, including dormitories, offices and general overnight accommodation areas. The role prepares duty rosters and supervises staff to ensure the provision of efficient services.

### Key accountabilities

- Supervise housekeeping and cleaning staff in undertaking necessary cleaning of dormitories, offices and/or general overnight accommodation to ensure consistency with prescribed procedures and standards
- Undertake regular inspections of unused dormitory and general overnight accommodation areas to maintain their cleanliness for future use
- Report any damage to dormitories and/or general overnight accommodation areas in accordance with School procedures
- Monitor stock control tasks, including the requisition, ordering and receipt of goods / equipment from approved suppliers, ensuring that school procedures are followed
- Maintain basic inventory systems, including the storage, repair and disposal of goods / equipment, in accordance with school procedures

- Prepare duty rosters, allocate duties, and ensure that roles and responsibilities are clearly communicated to staff; coordinate resources to support peaks in accommodation requirements (i.e. conference groups, special events, etc.)
- Provide guidance, coaching and on-the-job training
- Comply / cooperate with health and safety guidelines / procedures (including wearing personal protective equipment supplied by the employer (as required); report incidents and hazards; participate in training
- Perform other related duties as required by Principal or Business Manager

## Key challenges

- Preparing rosters to ensure the provision of efficient housekeeping and cleaning services
- Supervising staff to ensure efficient service
- Establishing and maintaining cooperative working relationships with kitchen and household staff

## Key relationships

Who	Why
<b>Internal</b>	
School principal or appointed delegate	<ul style="list-style-type: none"> <li>• Receive guidance and instructions; escalate significant safety issues</li> <li>• Receive feedback regarding performance</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Provide supervision, coaching and on-the-job training</li> <li>• Prepare rosters, allocate duties and monitor work performance</li> <li>• Provide performance feedback</li> </ul>
<b>External</b>	
Approved suppliers	<ul style="list-style-type: none"> <li>• Liaise to order and receive goods / equipment</li> <li>• Ensure that supplied goods / equipment are fit for purpose and consistent with expected standards</li> <li>• Liaise to resolve issues arising</li> </ul>

## Role dimensions

### Decision making

- Works within a broad framework of School policies, procedures, protocols and delegations
- Works under minimal supervision to the level of training required of the role, and exercises judgement and initiative to resolve day-to-day work problems
- Plans own work and the work schedules of direct reports
- Assists in the supervision and on-the-job training of direct reports, and monitors compliance with safe work standards
- Identifies and reports significant safety-related hazards to the School Principal.

### Reporting line

The Housekeeper Cleaning Supervisor reports to the school principal or an appointed delegate.

## Direct reports

The Housekeeper Cleaning Supervisor manages a small team of Housekeeper Room Attendants and/or other staff as agreed with role supervisor.

## Budget/Expenditure

Nil

## Essential requirements

- Experience in the cleaning industry
- Willingness to work a rotating roster, including on weekends and public holidays
- Valid Working With Children Check clearance

## Capabilities for the role


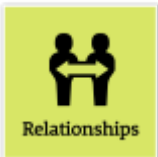
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Be willing to develop and apply new skills</li><li>• Show commitment to completing assigned work activities</li><li>• Look for opportunities to learn and develop</li><li>• Reflect on feedback from colleagues and stakeholders</li></ul>	Foundational
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Speak at the right pace and volume for diverse audiences</li><li>• Allow others time to speak</li><li>• Listen and ask questions to check understanding</li><li>• Explain things clearly using inclusive language</li><li>• Be aware of own body language and facial expressions</li><li>• Write in a way that is logical and easy to follow</li><li>• Use various communication channels to obtain and share information</li></ul>	Foundational






	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<p><b>Project Management</b></p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Plan and deliver tasks in line with agreed project milestones and timeframes</li> <li>• Check progress against agreed milestones and timeframes, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback on progress and potential improvements to project processes</li> </ul>	Foundational
	<p><b>Manage and Develop People</b></p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>• Clarify the work required, and the expected behaviours and outputs</li> <li>• Clearly communicate team members' roles and responsibilities</li> <li>• Contribute to developing team capability and recognise potential in people</li> <li>• Recognise good performance, and give support and regular constructive feedback linked to development needs</li> <li>• Identify appropriate learning opportunities for team members</li> <li>• Create opportunities for all team members to contribute</li> <li>• Act as a role model for inclusive behaviours and practices</li> <li>• Recognise performance issues that need to be addressed and seek appropriate advice</li> </ul>	Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <b>Results</b>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 <b>People Management</b>	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational