

Role Description

Team Leader Cleaning



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	People, Property & Security
Role number	TBA
Classification/Grade/Band	Clerk Grade 1-2
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2023
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights & Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Team Leader, Cleaning is responsible for leading and supervising a team of cleaners to deliver high quality cleaning services to the NSW Parliament and to the parliamentary precinct to agreed specifications and standards to meet workplace hygiene and Health and Safety guidelines, policies and procedures. This is a working position where the Team Leader will work alongside the staff and will undertake all activities associated with cleaning and building services. The team leader monitors the quantitative and qualitative achievements of the team and undertakes daily inspections of the site to ensure standards are being met and ensuring staff are working productively and safely.

Key accountabilities

Responsible for leading, monitoring, working with, instructing and supervising a team of employees to:

- Provide supervision to staff on cleaning and associated tasks undertaken by the team in specific work areas on a daily basis and assist the team in cleaning the assigned areas.
- Work with cleaning crew in undertaking all cleaning activities such as dusting, sweeping, mopping, vacuuming, hosing, wiping, disinfecting, cleaning walls, floors, furniture and fittings by use of manual and electrically powered tools and equipment and including waste removal with a team of cleaners throughout the entire parliamentary precinct.
- Assist and support the Cleaning Supervisor in planning, documenting and overseeing all activities of the cleaning team to ensure objectives and priorities are met.
- Ensure all areas of buildings and public amenities are maintained to a high level of cleanliness. Undertake quality checks and cleaning audits
- Ensure stock levels are maintained including placing regular orders for replenishment i.e., hand towel, toilet tissue and soap dispensers.
- Assist contractors for the provision of services, such as, sanitary waste and sharps disposal.
- Report any faults or coordinate the repair of door locks, hand dryers, lights, dispensers and other operational items.
- Ensure the correct storage practices of equipment and chemicals are adhered to by the team and report the repair of any maintenance and equipment.
- Ensure that necessary inspections and documentation and reporting is completed, maintained and lodged as required
- Follow safe work practices, procedures, instructions and rules at all times and perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
- Monitor and ensure team are adhering to safe work practices and agreed cleaning standards
- Report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Motivate and inspire the cleaning team by creating an environment that promotes positive communication, encourages bonding between team members, and demonstrates flexibility.

Key challenges

- Providing an efficient and customer focused cleaning service, which includes being proactive and responsive to organisational requirements, while ensuring tight timeframes and standards are met.
- Providing cleaning services may be challenging during parliamentary sitting periods, where cleaning activities may involve multidisciplinary personnel and service providers and extend hours.
- Ensure all tasks completed daily in order to comply with acceptable cleaning standards that meet the cleaning and hygiene standards of NSW Parliament. The position at times will also be physically demanding.

Key relationships

Who	Why
Internal	
Relevant Reporting Line Supervisor	<ul style="list-style-type: none">• Key relationship supervisor, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required• Provide support to achieve operational priorities, exchange information and contribute to decision-making• Escalate discuss issues and propose solutions
Work Team	<ul style="list-style-type: none">• Provide guidance and professional support, exchange information• Determine work priorities and oversee progress to facilitate their ongoing professional development• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality• Provide an escalation point for issues or complex decision-making
Parliamentary Building Services / Staff /Members	<ul style="list-style-type: none">• Establish good working relationships• Respond to requests for assistance and support• Escalate sensitive issues
Division/Branch Leadership Team	<ul style="list-style-type: none">• Ensure effective communication with all relevant stakeholders• Ensure advice and support is accurate, responsive, timely and appropriate

Role dimensions

Decision making

The role is accountable for the delivery of assigned work and determining day to day priorities and actions to be undertaken, including establishing operational priorities in consultation with the Supervisor.

Reporting line

The role accounts and reports to the relevant reporting line supervisor.

Direct reports

The role will have a variable number of assigned reports depending on business requirements

Budget/Expenditure

Nil.

Key knowledge and experience

- Proven team leader or supervisory experience (minimum 12 months) in leading and working with a team of cleaners in the methods, practices, principles, tools and equipment used in cleaning services in both modern and heritage buildings.
- Demonstrated knowledge of relevant building codes, cleaning and hygiene standards, legislation and regulations.
- Excellent customer service skills and a demonstrated ability to identify the needs of clients and react swiftly to provide a high level of service delivery.
- Ability to engage and influence staff to prioritise, reschedule and show flexibility in carrying out work in light of changing needs within the parliamentary precinct.
- Able to effectively co-ordinate the efforts of a diverse work force of varying age and physical abilities and diverse cultural backgrounds
- Demonstrated understanding of cleaning chemicals and products and experience using automatic and manual machinery
- Ability to use a smart phone and tablet and computer software

Essential requirements

- Ability to work shift work or irregular hours in order to oversee and assist staff and ensure the Cleaning Plan is adequately resourced taking into account absenteeism and other staffing matters.
- Must have physical ability to undertake manual handling and repetitive lifting and bending tasks associated with cleaning activities
- Pre-employment health assessment
- National criminal record check

Desirable requirements

- Relevant tertiary qualification such as Cert III or IV in Cleaning and Cleaning Management

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
 Personal Attributes	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs Seek participation from others who may have different backgrounds, perspectives and needs Be open to different perspectives and experiences in generating ideas and solving problems Adapt well in diverse environments Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none">• Understand the team and unit objectives and align operational activities accordingly• Initiate and develop team goals and plans, and use feedback to inform future planning• Respond proactively to changing circumstances and adjust plans and schedules when necessary• Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals• Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none">• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks• Look for ways to develop team capability and recognise and develop individual potential• Be constructive and build on strengths by giving timely and actionable feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolving issues• Effectively support and manage team members who are working flexibly and in various locations• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected• Consider feedback on own management style and reflect on potential areas to improve	Intermediate

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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	Intermediate
 Business Enablers	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
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	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