

POSITION DESCRIPTION

WEST BEACH PARKS

Position Description

HOUSEKEEPER

POSITION

Position Title:	Housekeeper
Department:	Operations
Responsible To:	Food, Beverage and Housekeeping Manager and Senior Housekeepers

POSITION PURPOSE

Primary Purpose of Role:	Undertake the cleaning of accommodation and other facilities located within the West Beach Parks (WBP) Holiday Park, The Retreat and public areas to a very high standard, having regard to hygiene, safety and customer needs.
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ABOUT WEST BEACH PARKS

Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

Our Purpose:

To care for and enhance West Beach Parks for current and future generations

Strategic Priorities:



Our Destination: *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



Our Community: *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



Our Environment: *We will ensure that environmental sustainability is at the heart of everything we do*



Our People, Our Business

We will invest in our people and our business, and ensure long-term financial sustainability

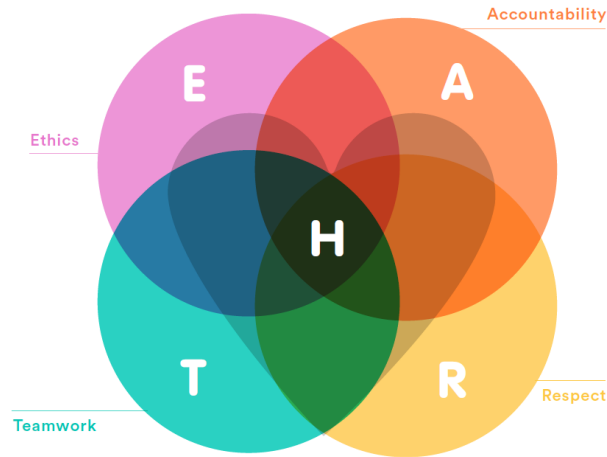


Our Values

HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



ETHICS

We do the right thing

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

ACCOUNTABILITY

We own our actions and behave responsibly

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

RESPECT

For our visitors, each other and our environment

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

TEAMWORK

We work together to create and deliver a great visitor experience

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
General Duties	<ul style="list-style-type: none"> Ensure excellent and professional customer service at all times. Clean allocated areas to a very high standard with consideration to hygiene, safety and customer needs. Ensure that areas being cleaned are maintained in a secure state. Exercise duty of care and work in a safe and efficient manner, having regard for your own safety and other workers and customers. Use appropriate chemicals and cleansing agents to under cleaning tasks. Report any damage or maintenance requirements to appropriate personnel. Return all lost property to the Food, Beverage and Housekeeping Manager (FBHM) and/or Senior Housekeepers. Ensure the housekeeping vehicles are kept in a clean and tidy condition. Undertake additional duties such as linen drop off/pick up, morning fill, stock levels as directed. Keep uniform clean and tidy and adhere to the requirements of the Personal Grooming and Uniform Policy. Recognise and seek to correct any hazards or unsafe conditions, and rectify any issued identified Fully comply with all communicated policies and procedures. Ability to work in a team based environment. Other duties as required and outlined by the FBHM and/or Senior Housekeepers. 	<ul style="list-style-type: none"> Cleaning completed within expected time frames. High standard of cleaning met. Ensure all hygiene and work, health and safety standards are exceeded. Adherence to policies and procedures.
Customer Service	<ul style="list-style-type: none"> Assist and respond to external and internal customer requests and comments in a courteous manner and follow up with remedial action where applicable. Ensure the WBP Customer Service Charter is delivered, and behaviours reflect the non-negotiable actions. 	<ul style="list-style-type: none"> 100% delivery of Customer Service Charter. Positive customer satisfaction. Consistent behaviour demonstrated as per Customer Service Charter.



Key Result Areas	Responsibilities	Measures
Work, Health and Safety	<ul style="list-style-type: none"> Take reasonable care for own health and safety and that of others whilst at work. Promote health and safety awareness by setting a good example. Comply with all WBP WHS policies, procedures, work instructions, guidelines etc. Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others. Not perform any procedure or task unless you have received appropriate training and instruction. Use safety devices and protective equipment correctly and in accordance with procedures/work instructions. Report potential and actual hazards. Report any near miss, accident or injury you sustain at work or outside of work. Keep work areas in a safe condition, ensure good housekeeping and safe access and egress. Participate in consultation regarding WHS. Complete all required WHS training. 	<ul style="list-style-type: none"> Demonstrates safe work practices. Policies, procedures and work instructions compliance. All WHS training completed by the required deadline. Correct use of all safety devices and protective equipment. Correct reporting system is used to report potential and actual hazards. Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work. Participates in keeping work areas in a safe condition, good housekeeping and safe access and egress.



POSITION COMPETENCY

Area	Measures
Customer Experience	<p>I understand and meet customer requirements by delivering WBP Customer Experience (CX) Promise:</p> <ul style="list-style-type: none"> - Honest, reliable and authentic. - People are not numbers. - Listen and act. - Go above and beyond. - Make it easy. - Communicate, communicate, communicate.
Achievement Orientation	<p>I do what is asked and try to do a job well. I am confident in my own ability when handling routine work. I rely on my own judgement where issues and tasks are familiar. I accept goals without questioning them. I adhere to timetables and rosters.</p>
Continuous Improvement	<p>I make suggestions for improvement to everyday tasks.</p>

POSITION SELECTION CRITERIA

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

Type	Description	Criteria
Qualifications:	<ul style="list-style-type: none"> ▪ Current Australian driver's licence ▪ Current Police clearance 	Essential
Experience:	<ul style="list-style-type: none"> ▪ Experience in a similar role within the hospitality or tourism industry, in a commercial cleaning environment or within accommodation. ▪ Any relevant training in cleaning practices. 	Desirable



Type	Description	Criteria
Skills & Knowledge:	<ul style="list-style-type: none"> ▪ Demonstrated organisational and communication skills. ▪ Effective time management skills, including the ability to manage multiple priorities, volume and deadlines. ▪ Ability to work under pressure, at a fast pace, while maintaining professionalism and a positive attitude. ▪ Ability to work as part of a team and to interact positively with others. ▪ Willingness and ability to accept instructions cheerfully. ▪ Sound numerical and literacy skills. ▪ Ability to use own initiative. ▪ Sound knowledge of WHS responsibilities and a commitment to WHS and safe hygiene. 	Essential

POSITION RESOURCES & BUDGET

No. of Staff Reporting to Position:	0
Financial Delegation (\$):	\$0
Special Conditions:	<p>A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent on tasks required to be performed to meet customer requirements.</p> <p>Able to work a flexible roster including evening and weekend work where necessary.</p> <p>Uniform will be provided and is to be worn whilst on duty.</p>

POSITION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name:	
Signature:	
Date:	