

# POSITION DESCRIPTION

## HOUSEKEEPER

Position Title:	Housekeeper
Responsible To:	Housekeeping Manager, Housekeeping Team Leader & Housekeeping Senior
Department:	Operations
Classification Level:	1

### OUR VISION

West Beach Parks is a world-class tourism, sport and recreation precinct, providing exceptional leisure experiences.

### OUR PURPOSE

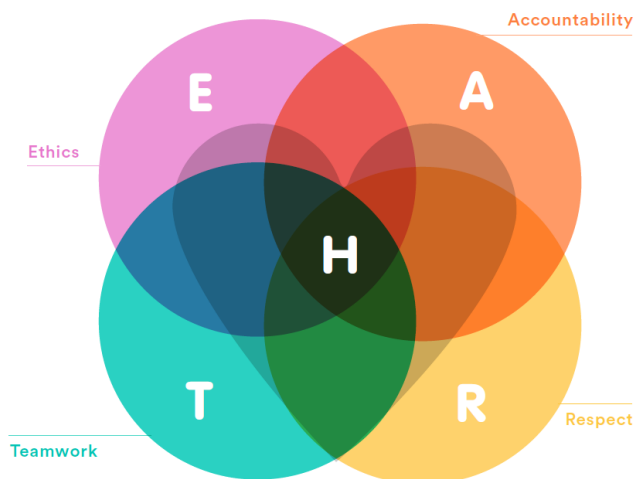
To develop, enhance and promote West Beach Parks for the benefit and enjoyment of the community and visitors.

### 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.





<p><b>Primary Purpose Of Role</b></p>	<p>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.</p>	
<p><b>Key Result Areas</b></p>	<p><b>Responsibilities</b></p>	<p><b>Measures</b></p>
<p><b>General Duties</b></p>	<ul style="list-style-type: none"> <li>• Ensure excellent and professional customer service at all times</li> <li>• Clean allocated areas to a very high standard with consideration to hygiene, safety and customer needs</li> <li>• Ensure that areas being cleaned are maintained in a secure state</li> <li>• Exercise duty of care and work in a safe and efficient manner, having regard for your own safety and other workers and customers</li> <li>• Use appropriate chemicals and cleansing agents to under cleaning tasks</li> <li>• Report any damage or maintenance requirements to appropriate personnel</li> <li>• Return all lost property to the Housekeeping Manager, Housekeeping Team Leader and/or Senior Housekeeper</li> <li>• Ensure the housekeeping vehicles are kept in a clean and tidy condition</li> <li>• Undertake additional duties such as linen drop off/pick up, morning fill, stock levels as directed</li> <li>• Keep uniform clean and tidy and adhere to the requirements of the Personal Grooming and Uniform Policy</li> <li>• Recognise and seek to correct any hazards or unsafe conditions, and rectify any issued identified</li> <li>• Fully comply with all communicated policies and procedures</li> <li>• Ability to work in a team based environment</li> <li>• Other duties as required and outlined by the Housekeeping Manager, Housekeeping Team Leader and/or Senior Housekeeper</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning completed within expected time frames</li> <li>• High standard of cleaning met</li> <li>• Ensure all hygiene and work, health and safety standards are exceeded</li> <li>• Adherence to policies and procedures</li> </ul>



<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Assist and respond to external and internal customer requests and comments in a courteous manner and follow up with remedial action where applicable</li> <li>• Ensure the WBP Customer Service Charter is delivered and behaviours reflect the non-negotiable actions</li> </ul>	<ul style="list-style-type: none"> <li>• 100% delivery of Customer Service Charter</li> <li>• Positive customer satisfaction</li> <li>• Consistent behaviour demonstrated as per Customer Service Charter</li> </ul>
<p><b>Work Health and Safety (WHS)</b></p>	<ul style="list-style-type: none"> <li>• Maintain facilities and equipment to agreed safe operational standards and safeguarding against fraud, destruction or improper use</li> <li>• Ensure all tasks are implemented in accordance with procedures, policies and WHS requirements</li> <li>• Report accidents and/or incidents immediately.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with WHS policies and procedures</li> <li>• Effective and proper use of resources</li> <li>• Nil avoidable incidents</li> </ul>

**Our Values**

<p><b>ETHICS</b> – we do the right thing</p>	<p>To demonstrate Ethics, I</p> <ul style="list-style-type: none"> <li>- Do what I say</li> <li>- Value what we stand for</li> <li>- Do the right thing</li> <li>- Act consistently and with integrity</li> <li>- Care and follow the rules</li> </ul>
<p><b>ACCOUNTABILITY</b> – we own our actions and behave responsibly</p>	<p>To demonstrate Accountability, I</p> <ul style="list-style-type: none"> <li>- Learn from my mistakes</li> <li>- Use my skills to do my job</li> <li>- Am proud of what I do</li> <li>- Own the decisions I make</li> <li>- Deliver on my promises</li> </ul>
<p><b>RESPECT</b> – for our visitors, each other, and our environment</p>	<p>To demonstrate Respect, I</p> <ul style="list-style-type: none"> <li>- Appreciate the differences in our teams</li> <li>- Help visitors and our team</li> <li>- Look after and protect the environment</li> <li>- Listen to what others have to say</li> <li>- Am polite and kind to others</li> </ul>
<p><b>TEAMWORK</b> – we work together to create and deliver a great visitor experience</p>	<p>To demonstrate Teamwork, I</p> <ul style="list-style-type: none"> <li>- Contribute my best</li> <li>- Work for our common goals</li> <li>- Am open and supportive of others</li> <li>- Recognise others for their work</li> <li>- Share and celebrate success</li> </ul>



## Competency Areas

<b>Customer Experience</b>	<p>I understand and meet customer requirements by delivering WBP Customer Experience (CX) Promise:</p> <ul style="list-style-type: none"> <li>- Honest, reliable and authentic.</li> <li>- People are not numbers.</li> <li>- Listen and act.</li> <li>- Go above and beyond.</li> <li>- Make it easy.</li> <li>- Communicate, communicate, communicate.</li> </ul>
<b>Work Health and Safety</b>	<p>I work safely by complying with established safe work procedures. I ensure that I take reasonable care for my own health and safety and take reasonable care to ensure that my actions or omissions do not adversely affect the health and safety of others.</p>
<b>Achievement Orientation</b>	<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>
<b>Continuous Improvement</b>	<p>I make suggestions for improvement to everyday tasks.</p>

## Selection Criteria

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

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current Australian driver's licence</li> <li>• Current Police Clearance</li> </ul>	<b>Essential</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a similar role within the hospitality or tourism industry, in a commercial cleaning environment or within accommodation</li> <li>• Any relevant training in cleaning practices</li> </ul>	<b>Desirable</b>



### Skills and Knowledge

- 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

### Resources and Budget

<b>Number of Staff reporting to position</b>	0
<b>Financial Delegation (\$)</b>	\$0
<b>Special Conditions</b>	<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>

### 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: \_\_\_\_\_