

POSITION DESCRIPTION

WEST BEACH PARKS

Position Description

OFFICE COORDINATOR

POSITION

Position Title:	Office Coordinator
Department:	Housekeeping
Responsible To:	Housekeeping Manager
Classification Level:	5

POSITION PURPOSE

Primary Purpose of Role:	To coordinate and support the housekeeping team in delivering high-quality cleaning services across the West Beach Parks precinct, assuring standards are met and operations run efficiently. This in turn ensures a positive enjoyable experience for users.
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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

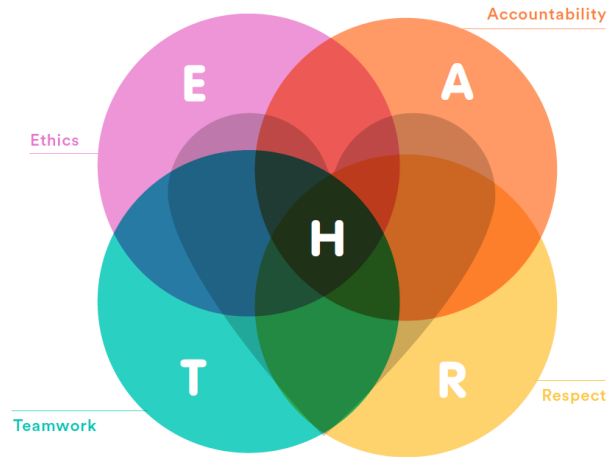


Our Values

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
Planning and Organising	Coordinate cleaning programs and schedules, ensuring resources and support are in place for the housekeeping team to meet operational requirements, including: ▪ Providing cleaning standard advice to management that aligns with industry, regulatory standards, guest needs, and expectations. ▪ Assisting in developing proactive cleaning programs and plans. ▪ Assisting in estimating staffing, materials and equipment needed daily, weekly, or monthly. ▪ Ensuring that materials and equipment par levels are maintained, within approval limits and budgets. ▪ Ensuring all equipment is maintained and used appropriately. ▪ Assisting in ensuring appropriate rostering and workload management.	▪ Standards are met. ▪ Cleaning completed within expected timeframe. ▪ Customer feedback. ▪ Sufficient materials supplied and budget maintained.
Financial Management	Support the preparation and review of operational expenditure for the housekeeping department by: ▪ Tracking and analysing usage trends for chemical, linen, perishable and consumable costs against stock levels, identifying discrepancies and recommending corrective actions. ▪ Coordinating procurement processes by preparing purchase orders and ensuring alignment with approved budgets and financial protocols. ▪ Tracking and analysing wages spend against budget and accommodation occupancy, identifying discrepancies and recommending corrective actions.	▪ Timely and accurate financial tracking and reporting. ▪ Adherence to procurement and budgetary guidelines. ▪ Effective cost control and resource utilisation in line with budget. ▪ Demonstrated contribution to budget planning and variance analysis.
Quality Control	Maintain cleaning standards and assist in planning and maintaining quality control and continuous improvement systems including: ▪ Assisting in documenting goals, policies, performance standards, risks, procedures, and work instructions. ▪ Supporting system reviews to meet changing standards, needs, and expectations. ▪ Assisting in training employees to ensure system compliance. ▪ Recommending appropriate cleaning programs, standards, staffing and skills.	▪ Effectively interprets needs to develop action plans and recommendations. ▪ All duties of self and employees carried out in compliance with systems.



Key Result Areas	Responsibilities	Measures
Relationships	- Maintain a positive and effective relationship with the Food, Beverage and Housekeeping Manager and Senior Housekeepers. - Collaborate with cross-functional teams, especially customer service and maintenance, to ensure seamless service delivery and operational efficiency across the precinct. - Liaise with all levels of management effectively. - Develop a professional and courteous working relationship with all colleagues.	- Demonstrated strong and effective communication skills. - No adverse impact on others.
Management and Leadership	- Lead, inspire, support, motivate, train and mentor team members to ensure that: - our HEART Values are instilled into everyday behaviours, - department and individual KPI's are achieved, - there is effective work planning, resource allocation and productivity, - work outputs are of a high standard, and - a customer centric culture is instilled. - Cultivate the culture and morale of the team and report back to the Manager on issues which may be having an impact on the team. - Assist with the implementation of the WBP Strategy and Plans as relevant to the department. - Participate in the recruitment of team members that are technically skilled or have potential to be through training. - Contribute to the management of team members including induction, professional development, reward and recognition, leave requests, timesheet approval via time and attendance system (Tanda) and performance management. Correct performance issues and counsel as required in consultation with the Manager. - Ensure employment contract renewals are completed, new contracts provided to team members and signed copies of new contracts provided to payroll. - Ensure scheduled training as per the WBP Learning and Development Framework is completed by all team members. - Assist in developing the required level of commitment and competence of the team in order to achieve goals and objectives.	- Demonstrated leadership and management. - Team and individual goals are achievable and relevant. - Effective use of performance development and management processes. - Appropriate training and development planning for the team. - Team member leave requests are processed and timesheets approved prior to the payroll processing deadline. - Employment contract renewals are completed in a timely manner. - Signed new employment contracts are provided to payroll prior to the previous contract end date. - Learning and Development Framework Training completed by the required deadline.



Key Result Areas	Responsibilities	Measures
Management and Leadership continued	▪ Ensure team achievements are recognised, key performance indicators and development plans established and regular informal and formal performance feedback is provided through probationary and 6 monthly Performance Development Reviews (PDRs). ▪ Take responsibility for your own performance, clarify job responsibilities and look for opportunities that will develop your knowledge and skills. Develop/update your skills and knowledge (internally or externally) to reflect changed work requirements, technology etc. ▪ Achieve effective communication by briefing and debriefing the team, holding bi-monthly departmental meetings and actively encouraging transparent communication with other departments across WBP. ▪ Develop cooperation and trust with team members, management, colleagues and other departments across WBP and take into consideration the different viewpoints of others. ▪ Participate in the coordination of workforce planning across the team in conjunction with the Manager to ensure responsiveness to changing and emerging customer needs. ▪ Update department policies, procedures, work instructions and forms as required. ▪ Promote and monitor team compliance of: ○ all policies, procedures and work instructions relating to the department, ○ people management processes, and ○ uniform/PPE requirements and personal presentation standards; ▪ Ensure adherence to the principles and legislative requirements of people management, equal employment opportunity, anti-discrimination, social justice and work health, safety and welfare. This ensures providing a safe and secure facility for team members and customers.	▪ Monthly 1:1 meetings to be conducted. ▪ 1:1 notes regularly updated in WBP online PDR system for self and team. ▪ Regular use of High 5 by self and the team. ▪ PDRs completed by the required deadline. ▪ Policies, procedures, work instructions and forms are current. ▪ Self and team compliance of policies, procedures and work instructions



Key Result Areas	Responsibilities	Measures
Work Health and Safety	<u>Responsibilities as a Worker</u> - 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 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 personal protective equipment (PPE) 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. <u>Responsibilities as a Coordinator</u> - Act as a work, health, and safety role model. - Participate in the development of and implement the WBP WHS system in consultation with Workers, Health Safety Representatives (HSR) and the Work Health and Safety/Return to Work Coordinator (WHSRTWC) - Ensure that WBP procedures for regular consultation between Management and Workers are followed. - Consult with the HSR and the WHSC on any proposed changes to the workplace, plant, equipment, substances used etc. - Develop a safe working environment by controlling, directing, and monitoring work practices through carrying out job safety analysis via detailed work instructions. - Ensure all Workers work in a safe manner.	- Demonstrates safe work practices and acts as a health and safety role model. - Self, Worker and Contractor compliance of policies, procedures, and work instructions compliance - Self and Workers completed all WHS training by the required deadline. - Self and Worker correct use of all safety devices and PPE. - 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. - Effective participation in the return to work of injured/ill workers - Work areas are in a safe condition, good housekeeping and safe access and egress. - Controls, directs, and monitors work practices to maintain safety. - Takes appropriate immediate action upon notification of a work injury or illness or a dangerous, hazardous or near miss situation.



Key Result Areas	Responsibilities	Measures
Work Health and Safety continued	▪ Inform, instruct, and train all Workers in the safe use of all plant, machinery, equipment, substances, and materials used through the course of the Workers' employment, in appropriate language. ▪ Take appropriate immediate action on receiving notification of a work-related injury or illness to a Worker or the occurrence of a dangerous, hazardous or near miss situation. ▪ Investigate accidents and injuries as required. ▪ Assist in the recovery and return to work of Workers who are, or have been, absent from work due to injury or illness, by working in conjunction with the WHSRTWC. ▪ Take remedial action to control identified hazards and recommend control strategies to Manager/Executive where hazard control requires resources beyond the delegated authority. ▪ Ensure the issue, proper use and maintenance of PPE as required. ▪ Ensure all plant, machinery and equipment is well maintained as required. ▪ Carry out regular, well planned, and thorough inspections of the workplace as required. ▪ Ensure good housekeeping within the workplace. ▪ Ensure safe access and egress to/from the workplace. ▪ Promotes and encourages participation in health and wellbeing initiatives. ▪ Ensure all Contractors adhere to WBP WHS policies, procedures etc.	▪ Take remedial action to control identified hazards. ▪ Plant, machinery and equipment are well maintained. ▪ Regular workplace inspections are completed.



POSITION COMPETENCY

Area	Measures
Customer Experience	I demonstrate the ability to provide high quality customer service in line with WBP Customer Experience (CX) Promise. - Honest, reliable and authentic. - People are not numbers. - Listen and act. - Go above and beyond. - Make it easy. Communicate, communicate, communicate.
Achievement Orientation	I enjoy achieving required results for all tasks. I approach new challenges with a confident “can do” attitude. I guide my own actions and approaches to task achievement. I show pride when standards are met. I prioritise and adhere to agreed timings.
Continuous Improvement	I demonstrate the ability to identify issues and to implement opportunities for improvement by developing, implementing, and maintaining processes and systems.



POSITION SELECTION CRITERIA

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

Type	Description	Criteria
Qualifications:	- Current Australian Driver's Licence - Police Clearance	Essential
	Certificate IV in Cleaning	Desirable
Experience:	3 to 5 years work experience as a coordinator within commercial cleaning environment, preferably within the accommodation industry	Essential
Skills & Knowledge:	- Knowledge of commercial cleaning procedures, particularly in accommodation settings, which effectively supports and guide teams - Proven ability to schedule workloads, resolve operational problems, and monitor the quality of work produced - High standards of ethical and professional conduct - Sound organisational, planning and time management skills - Effective oral and written communication and interpersonal skills - Ability to work as part of a team	Essential

POSITION RESOURCES & BUDGET

No of Staff Reporting to Position:	5 Direct and 80 Indirect Reports
Financial Delegation (\$):	Financial authority level as per the Procurement Financial Authorisation Levels Policy (POL-CORP-FIN-005)
Special Conditions:	- Work within a 5 over 7-day roster including weekend and public holiday work - 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 - Uniform will be provided and is to be worn whilst on duty - Deputise for Food, Beverage and Housekeeping Manager as required



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:	