



# POSITION DESCRIPTION

<b>Position Title</b>	Supervisor – Facilities / Maintenance
<b>Position Code</b>	1270
<b>Directorate</b>	Community & Infrastructure
<b>Work Group</b>	Field Services
<b>Position Classification</b>	Band 4
<b>Effective Date</b>	July 2026

## Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

## Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

## 1. Position Objectives

1.1 To ensure that Public Facilities within the Rural City of Wangaratta are cleaned ensuring standards are met and amenities are kept neat, clean and tidy.

## 2. Working Relationships

Reports to	Depot Services Coordinator
Supervises	Facilities Cleaner

### 3. Key Responsibilities

- 3.1 Ensure public facilities, are cleaned in accordance with the Rural City of Wangaratta specifications and standards.
- 3.2 Check council's reservation system for facility bookings and arrange customer access and ensure that facilities are cleaned to a standard that promotes public use.
- 3.3 Supervise and provide relevant on the job training, guidance and advice to relief and weekend staff, and where necessary arrange additional staff support.
- 3.4 Inspect buildings that are being cleaned, and record all maintenance requirements and report to the Technical Officer - Facilities.
- 3.5 Carry out minor on the job repairs and maintenance resulting from vandalism or circumstances outside normal conditions.
- 3.6 Select and apply appropriate cleaning products in accordance with manufacturer's specification.
- 3.7 Select and operate appropriate motorised cleaning equipment in accordance with manufacturer's specification.
- 3.8 Maintain accurate work diary, timesheet, work and inspection records.

### 4. Core Physical Requirements

- 4.1 Capacity to perform heavy manual cleaning and maintenance repair duties.
- 4.2 Capacity to, on occasion, lift items unspecified in weight within individual limits from ground level.
- 4.3 Capacity to bend the knees, step up and down from plant & equipment frequently.
- 4.4 Capacity to kneel or squat for short periods.
- 4.5 Capacity to walk on uneven surfaces.
- 4.6 Capacity to work in an outdoor environment for varying periods of time.
- 4.7 Capacity to drive a motor vehicle.

## 5. Accountability and Extent of Authority

**5.1** This position involves regular contact with the public and visitors, which involves explanations of specific procedures and practices.

**5.2** This position requires supervision and coordination of staff including relief/weekend staff.

**5.3** The employee in this position is accountable for the quality, quantity and timeliness of their own and support staffs work in so far as available resources permit, and for the care of assets entrusted to them.

**5.4** This position involves performing work according to set standards where the employee must schedule their own and support staffs work to meet objectives within a set time frame.

## 6. Judgement and Decision Making

**6.1** The position requires the use of personal judgement relating to cleaning procedures and the duties that are to be performed involve selection from a range of techniques, systems, equipment, methods or processes.

**6.2** The position requires the ability to supervise staff and program day to day works programs. Provision of guidance and advice may be required to assist relief staff in correct cleaning procedures.

**6.3** Responsible for keeping sufficient stock of cleaning chemicals, toilet tissues, etc., and arranging for purchasing when required.

**6.4** Responsible for checking council's reservation system for facility bookings and arranging customer access.

**6.5** Responsible for reporting maintenance requirements to the Technical Officer – Facilities.

## 7. Knowledge and Skills

### 7.1 Specialist Skills and Knowledge

**7.1.1** Broad knowledge of the selection and correct use of a range of cleaning products and equipment.

**7.1.2** Ability to work to a specification schedule.

**7.1.3** Knowledge of appropriate procedures when dealing with 'sharps'.

**7.1.4** Ability to work unsupervised and establish own and other staff works programs.

**7.1.5** Ability to provide relevant on the job training, guidance and advice to relief and weekend staff.

**7.1.6** Ability to monitor stock of cleaning materials i.e. detergent, tissue paper, cleaning rags, etc., and initiate ordering when required.

## **7.2 Management Skills**

**7.2.1** Ability to supervise staff and work with limited supervision.

**7.2.2** Ability to reach objectives within a time frame.

**7.2.3** Ability to effectively and efficiently utilise resources.

**7.2.4** Understanding of public safety issues.

**7.2.5** Develop staff roster for relief cleaners and weekend works.

## **7.3 Interpersonal Skills**

**7.3.1** Ability to understand and follow written and verbal instructions.

**7.3.2** Ability to communicate effectively.

**7.3.3** Ability to work cooperatively with other staff and members of the public.

**7.3.4** Ability to gain cooperation from the public when performing cleaning duties.

## **8. Qualifications and Experience**

**8.1** Extensive experience and knowledge of cleaning procedures and practices in

providing a quality cleaning service in a public environment.

**8.2** Extensive knowledge and experience in the use of cleaning products and equipment.

**8.3** Experience in the provision of on-the-job training, guidance and advice.

**8.4** Experienced in supervising staff and arranging rosters for support staff.

**8.5** Basic computer skills.

**8.6** Current First Aid Certificate preferred.

## **9. Key Selection Criteria**

**9.1** Extensive experience and knowledge of cleaning procedures, practices, products, and equipment used in providing a quality cleaning service in a public environment.

**9.2** Ability to supervise staff, conduct annual staff reviews, work unsupervised and adhere to cleaning schedules.

**9.3** Experience in the provision of on-the-job training, guidance and advice and arranging rosters for support staff.

**9.4** Ability to monitor cleaning supplies and order new supplies when required.

**9.5** Ability to gain cooperation from the public when performing cleaning duties.

**9.6** Basic computer skills.

**9.7** Current Driver Licence.

**Authorised by: Director – Community & Infrastructure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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