Role Description
Housekeeper Cleaning Supervisor

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Household Staff Grade 2
ANZSCO Code	811211
PCAT Code	1119192
Date of Approval	16 March 2017
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Supervise a small group of staff responsible for providing effective and efficient housekeeping and cleaning services at a boarding school, including dormitories, offices and general overnight accommodation areas. The role prepares duty rosters and supervises staff to ensure the provision of efficient services.

Key accountabilities

- Supervise housekeeping and cleaning staff in undertaking necessary cleaning of dormitories, offices and/or general overnight accommodation to ensure all areas are clean and tidy
- Undertake regular inspections unused dormitory and general overnight accommodation areas to maintain their cleanliness for future use
- Report any damage to dormitories and/or general overnight accommodation areas in accordance with School procedures
- Monitor stock control tasks, including the requisition, ordering and receipt of goods / equipment from approved suppliers, ensuring that school procedures are followed
- Maintain basic inventory systems, including the storage, repair and disposal of goods / equipment, in accordance with school procedures
- Prepare duty rosters, allocate duties, and ensure that roles and responsibilities are clearly communicated to staff; coordinate resources to support peaks in accommodation requirements (i.e. conference groups, special events, etc.)
- Provide guidance, coaching and on-the-job training
- Perform other related duties as required by Principal or Business Manager

Key challenges

- Preparing rosters to ensure the provision of efficient housekeeping and cleaning services
- Supervising staff to ensure efficient service
- Establishing and maintaining cooperative working relationships with kitchen and dining room staff

Key relationships

Who	Why
Internal	
School principal or appointed delegate	• Receive guidance and instructions; escalate significant safety issues • Receive feedback regarding performance
Direct Reports	• Provide supervision, coaching and on-the-job training • Prepare rosters, allocate duties and monitor work performance • Provide performance feedback
Students / staff / visitors	• Provide respectful, courteous and fair customer service
External	
Approved suppliers	• Liaise to order and receive goods / equipment • Ensure that supplied goods / equipment are fit for purpose and consistent with expected standards • Liaise to resolve issues arising

Role dimensions

Decision making

- Works within a broad framework of School policies, procedures, protocols and delegations
- Works under minimal supervision to the level of training required of the role, and exercises judgement and initiative to resolve day-to-day work problems
- Plans own work and the work schedules of direct reports
- Assists in the supervision and on-the-job training of direct reports, and monitors compliance with safe work standards
- Identifies and reports significant safety-related hazards to the School Principal.

Reporting line

The Housekeeper Cleaning Supervisor reports to the school principal or an appointed delegate.

Direct reports

The Housekeeper Cleaning Supervisor manages a small team of Housekeeper Room Attendants and/or other staff as agreed with role supervisor.

Budget/Expenditure

Nil

Essential requirements

- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
	Deliver Results	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	**Foundational**
	Manage and Develop People	**Foundational**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Work Collaboratively	Foundational	• Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules
People Management Manage and Develop People	Foundational	• Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice