Role Description
Housekeeper Room Attendant

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Household Staff Grade 1
ANZSCO Code	811211
PCAT Code	1119192
Date of Approval	17 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

Undertakes a range of general cleaning tasks to maintain dormitories, offices and general overnight accommodation areas of a boarding school. The role may be required to work in other areas of the boarding school during certain periods of the year.

Key accountabilities

- Undertake a range of general cleaning tasks to maintain dormitories, offices and general overnight accommodation areas to a satisfactory standard; tasks could include but are not limited to: dusting; vacuuming; mopping; polishing; rubbish removal; replenishing bathroom amenities; and sweeping paths and walkways
- Perform a range of general cleaning tasks to maintain the cleanliness of unused dormitory and general overnight accommodation areas for future use
- Identify and promptly report any damage to dormitories and/or general overnight accommodation areas to the role supervisor
- Complete basic stock control documentation, such as the requisition and ordering of goods / equipment from an approved supplier, as directed by the role supervisor
- Undertake stock control duties, including the receipt and inventory of goods / equipment, in accordance with school procedures
- Step in to help others with similar duties when workloads are high and/or to cover short-term absences; assist with peaks in accommodation requirements as required

Key challenges

- Working efficiently to ensure that all allocated tasks are completed within agreed time-frames
- 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
Housekeeper Cleaning Supervisor	• Receive guidance and instructions • Receive ongoing performance feedback, coaching and on-the-job training • Escalate issues that may impact on safety, efficiency or task completion
Students / staff / visitors	• Provide respectful, courteous and fair customer service
Other domestic staff	• Liaise to ensure coordinated tasking • Maintain cooperative working relationships • Assist when workloads are high (as agreed with the role supervisor)
External	
Approved suppliers	• Liaise to order and receive goods / equipment

Role dimensions

Decision making

- Undertakes routine and repetitive tasks involving the application of clearly prescribed standards
- Works under direct supervision, either individually or as a member of a team
- Uses some discretion in completing tasks within duties allocated by the role supervisor
- Identifies and reports safety-related hazards to the role supervisor or school principal
- Ensures damage to dormitories or general overnight accommodation areas are promptly brought to the attention of the role supervisor.

Reporting line

The Housekeeper Room Attendant reports to the school principal or an appointed delegate.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Understanding of student expectations in a boarding school environment
- Willingness to work a rotating roster, including on weekends and public holidays
- 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**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	**Foundational**
	Project Management	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 Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Procurement and Contract Management	Foundational	• Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management