



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Supervisor Cleaning Services	Level	6
Business Unit	Asset Management	Position Number	00372
Directorate	Infrastructure Services	Date Established	May 2002
Reporting to	Coordinator Building Maintenance	Date Updated	December 2025

2. KEY OBJECTIVES

- Assist Coordinator Building Maintenance with efficient delivery of the City's cleaning responsibilities to meet organisational and community requirements.
- Monitor employees and contractors, providing leadership and fostering an environment of continuous improvement.
- Monitor plant and equipment, including the use of materials to achieve strategic goals.
- Provide a high level of customer service to internal and external customers.
- Undertake people management responsibilities.
- Provide support, planning and reporting solutions to enable informed decision-making across the Business Unit.

3. KEY ACCOUNTABILITIES

- All work is undertaken to a high standard in accordance with the City's strategies, plans, policies, procedures and adopted practices, budgets and relevant legislation.
- All work is undertaken in a productive and timely manner in accordance with the City's guidelines, specifications, ISO 9001, procedures and adopted practices.
- People management activities are undertaken in accordance with relevant legislative requirements and City policies and procedures.
- Contracted work is undertaken in accordance with the contract and the City's purchasing policies and procedures.
- Financial activities are undertaken in accordance with the City's procedures and processes.
- Prompt capture of corporate information and documentation in accordance with the City's record keeping system and associated policies and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant policies and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City policies, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES
Outcome: Service Delivery <ul style="list-style-type: none">Oversee the delivery of cleaning services by internal and external teams, ensuring alignment with the City's Strategic objectives and operational plans.Plan and monitor scheduled and preventative cleaning programs to ensure all facilities and public amenities and open spaces meet defined service standards and WHS requirements, while aligning with annual and seasonal operational plans.Assess reactive work requests and allocate work orders to appropriate teams for timely action.Maintain inventories for cleaning materials, City plant and equipment to support efficient service delivery.Monitor and report on cleaning activities, conduct site inspections, and evaluate completed work to ensure quality standards and compliance with specifications.Facilitate regular meetings to track progress on assigned work, ensure financial alignment and foster effective communication, collaboration, and continuous improvement.Review and update cleaning procedures and work instructions.Maintain accurate records of service delivery and inspection reports to support performance monitoring, auditing and compliance reporting requirements.Assist with the preparation of reports and responses for the Executive Leadership Team and Council.
Outcome: Contract Management <ul style="list-style-type: none">Monitor contractor activities regularly to ensure compliance with contract specifications.Assist with creating work schedules and programs.Engage and consult with internal and external stakeholders to support informed decision making.Monitor and document the delivery of cleaning goods and services contracts, ensuring alignment with the objectives of the City's strategic objectives and operational plans.Assist with quote and tender specifications, and procurement processes in accordance with City policies, procedures and regulatory requirements.Make recommendations on work scopes where required.
Outcome: Financial <ul style="list-style-type: none">Assist in monitoring and preparing budgets for cleaning services and the Business Unit.Purchase goods and services, raise requisitions and receipt invoices.
Outcome: People Management <ul style="list-style-type: none">Supervise employees and contractors effectively to ensure effective delivery of cleaning services.Address employee issues in consultation with Human Resources.Foster an engaged workforce that is committed to grow and develop.Model professional behaviour and provide ongoing supervision and constructive feedback.Review and update training materials and work instructions.Ensure recruitment and selection process align with corporate values.Promote Equal Employment Opportunity, diversity and inclusion.
Outcome: Customer Service <ul style="list-style-type: none">Deliver a high standard of customer service to internal and external stakeholders.Resolve issues, ensuring a coordinated and professional approach that is consistent with the City's policies and procedures.

Outcome: Work Health and Safety

- Foster a strong safety culture by promoting best practice WHS standards, ensuring that employees consistently work safely.
- Exercise duty of care by maintaining safe working conditions and practices to protect employees and minimise public risk.
- Collaborate with WHS Representatives and the City's WHS Team to review and complete Accident/Incident/Hazard reports, ensuring timely and appropriate corrective actions.
- Ensure employees have access to and correctly use the required plant, equipment, chemicals, and personal protective equipment (PPE) to perform duties safely and effectively.
- Ensure contractor compliance with legislative requirements and safety documentation.
- Work collaboratively with Fleet and Asset Services to ensure all plant and equipment are maintained in safe, serviceable condition, with timely reporting and resolution of faults or hazards.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Highly Developed Skills:**

- Organisation and time management.
- Communication including written, verbal and numeracy.
- Information/data management systems and computer literacy.
- Financial relating to accounting, budgeting and reporting.
- Leadership including interpersonal, conflict resolution and negotiation.
- Working in a team environment.
- Working in a public environment having stakeholder engagement.

Comprehensive Knowledge:

- Planning and scheduling techniques for controlling workflow related cleaning procedures.
- Cleaning industry standards, practices, equipment and chemicals.
- WHS handling practices and standards related to cleaning operations.
- Sound knowledge of people management.
- Working knowledge of the roles and service functions of Local Government (highly regarded).
- Working knowledge of security and communications systems.

Demonstrated Experience:

- Supervising employees and external contractors.
- Undertaking commercial cleaning, with a strong understanding and application of industry best practices to ensure high standards of cleanliness and safety.
- Developing and implementing planned and preventative cleaning schedules and programs, ensuring effective resource management to deliver services efficiently and to required standards.
- Implementing cleaning procedures, managing cleaning materials and maintaining cleaning equipment.
- Supervising employees and contractors within a public environment.

Qualifications / Clearances:

- Relevant leadership qualifications and/or equivalent relevant experience in a supervisory role.

- Certificate of Competency for operating industrial cleaning equipment and/or equivalent relevant experience.
- Current WA 'C' Class Drivers' License.

6. EXTENT OF AUTHORITY

- Exercise a degree of autonomy with advice available for complex matters.
- Establish work priorities and monitor workflow in areas of responsibility.
- Solutions to problems are generally found in precedents, procedures or guidelines. Assistance is available when required.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction.
- Supervise other employees.

Internal:

- All Directorates and Business Units.

External:

- Ratepayers, residents and the general public.
- Facility tenants, hirers, community groups and associations.
- External contractors and consultants.
- Government authorities and agencies.
- Utility services and corporations.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	4 to 8
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