

FNSW Position and Job Description



Role title:	Casual Housekeeper (Casual Pool)
Reports to:	Venue and Facilities Manager
Area:	Valentine Sports Park
Roles that report to this role:	N/A
Functional Relationships:	Housekeeping Staff, other Cleaning Staff, Football NSW team and staff, Clubs, Associations and Stakeholders
Location:	Glenwood, Sydney

ROLE PURPOSE

The position of Housekeeper is to maintain the highest standards of cleaning for the accommodation block, lecture and meeting rooms and facility amenities. The Housekeeper is responsible for ensuring all duties that come with maintaining a hotel style accommodation block.

KEY ACCOUNTABILITIES

- Ensure a clean and safe environment for all persons who visit and stay at Valentine Sports Park
- Complete day to day cleaning tasks such as:
 - Change Linen
 - Empty bins and pick up litter
 - Clean bathrooms and showers
 - Wipe and disinfect all hard surfaces, including regular cleaning of touch points
 - Sweep & mop hard surfaces
 - Vacuum all carpeted areas
 - Report all any damage to appropriate person
 - As requested by Venue & Facilities Manager or Housekeeping Supervisor
- Arrange the laundry of guest when requested
- To undertake cleaning of meeting and function rooms when requested
- Handle hazardous liquids and detergents in a safe and proper manner
- Assist with the set-up of meeting rooms when requested
- Open and close venue and facilities for venue hirers when requested
- Greet, direct and liaise with hirer during booking when requested
- Complete reporting including but not limited to incident, damage and first aid
- Adherence at all times to Football NSW policies and procedures
- Setup facility to meet hirers standard / requirements
- Empty bins and general facility housekeeping such as picking up litter and general tidy of areas

- Assist housekeeping staff as required with cleaning of motel and lecture rooms, offices and all complex amenities
- Assist with other duties as directed by management or supervisor

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated experience in housekeeping and or venue and facility cleaning and maintenance
- Experience in working with chemicals
- Demonstrated customer service experience
- Ability to be culturally aware
- Work within a team environment
- Demonstrated ability to work autonomously and meet deadlines within a fast-paced environment
- Excellent interpersonal skills, including oral and written communication, liaison, negotiation, conflict resolution and active listening
- Competent in the use of technology an advantage
- Current Senior First Aid Certificate including the competent use of a defibrillator (not essential)

KEY PERFORMANCE INDICATORS

- Ensure customer needs are met as required
- Provide a safe and clean environment at a high standard

OTHER REQUIREMENTS

- Flexible work hours may be required from time to time including night and weekend work
- Working with Children Number for paid workers
- Commitment to FNSW values, behaviours and culture
- Current driver's license

VALUES AND BEHAVIOURS

- Provide strong leadership
- Build trust via integrity, transparency and accountability
- Behave professionally
- Act as a team
- Maintain customer focus
- Be passionate about improving football

WORK HEALTH SAFETY RESPONSIBILITIES

- Comply with health and safety legislation and company policies and procedures, including the WHS System.
- Take reasonable care that their acts or omissions do not adversely affect their health or safety, and/or that of other persons.

- Must report all hazards, incidents and near misses to their managers as soon as practically possible to ensure the health and safety of themselves and that of others in the workplace, including contractors and third parties.

PROFESSIONAL EXPERIENCE/QUALIFICATION:

- Experience in a relevant or similar role