



Position Description – Team Leader

Reports to: Operations Manager

Peers: Warehouse Supervisor, Team Leader

Supervisory Responsibilities:

Team Leaders-> Team Members

Proposed remuneration:

Cleaning Service Employee Level 2

\$27.05 per hour + \$51.90 per week leading hand allowance

+ penalty rates + superannuation

(correct as at 22 November 2022).

Probationary period: 3 months

Employment status: Permanent Part-Time

Hours of Work: 9am – 2pm – 4 days per week (20 hours per week)
plus additional reasonable hours as required – or as negotiated.

Position summary:

As a SPCS Team Leader, you will be responsible for the supervision, training and development of Team Members, presenting properties as per the property descriptions including bedmaking, cleaning all areas, vacuuming, mopping, styling, maintaining the consumables at properties, and working with internal and external stakeholders to ensure strong client and employee satisfaction.

Essential Functions:

- Cleaning & styling properties as per the property descriptions
- Maintain safety of the teams including during transit and at properties
- Maintaining consumable stock levels at properties
- Checking and packing linen, consumables and kits into cars
- Reporting low stock levels to Warehouse Supervisor through WhatsApp
- Maintaining vehicles – cleaning, fuel, logbooks
- Training and development of Team Members including through delegation of training arrangements.
- Communicating with the team via WhatsApp
- Assist the Business Manager in communication and liaising with internal and external stakeholders including property owners, property managers, potential clients, suppliers and staff through phone, email, face-to-face and other communication methods.
- Assist the property management functions including post-guest checks, bond checks, cleaning audits.
- Assist in recruitment, selection and induction of new staff as directed.
- Fill-in for other roles within the organisation as required.
- Emergency callouts as required.
- Assist the Business Manager with providing estimates and quotations to clients.
- Other duties as required.

Key Performance Indicators:

To be negotiated.

Measures include:

Employee Satisfaction – surveys completed by Team Members and other internal stakeholders.

Client Satisfaction – surveys completed by Clients.

Cleaning Audit Performance – Audits of properties completed by other stakeholders.

Absenteeism/ Punctuality – Days absent, late arrival, early departure.

Qualifications and experience:

Minimum 1 Year Cleaning Experience (employed) Required

National Police Check Required

Driver's License Required