



## Careers Information Pack 2024

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## Introduction to Southern Peninsula Cleaning Service

Welcome to SPCS! We are cleaning specialists based on the Southern Mornington Peninsula, specifically **between Portsea and Mount Eliza**.

We are a family owned and operated business.

We are fully insured, and all our staff undergo extensive training and hold current National Police Checks.

### What's the SPCS difference?

SPCS loves our staff, our clients and our home on the Peninsula. We believe happy teams make happy clients, which makes happy lives. With this philosophy in mind, we are very selective when selecting and recruiting staff, and when selecting new clients.

Further, **we do not charge an hourly rate for Standard Cleans. Each Standard Clean is a Fixed, Quoted Rate.**



## Our Teams

All SPCS staff are employed in either Casual, Part-time or Full-time roles.

We take an active stand against sham contracting and wage theft, which unfortunately is prevalent throughout the Contract Cleaning industry. What this means for our clients is that you can rest assured you will have the same happy teams that are being fairly rewarded for their work. Our staff are paid meeting all requirements including Award wages and Superannuation.

Our teams are structured with Team Leaders and Team Members. Each member is thoroughly trained and supervised before being promoted to a Team Leader position. Each Team Leader is an experienced staff member who has undergone SPCS leadership training and has experience working in our properties.

## Our Chemicals and Equipment

We believe in sustainable, eco-friendly practices and use Agar's Eco-Friendly range of chemicals as much as possible. We do keep some chemicals on hand to tackle built-up mould and heavy markings, though these are only used when necessary and can restrict the use of these at our client's request.





## Our Culture

At Southern Peninsula Cleaning Service, our teams come first. We select our clients as we do our staff, and actively promote a happy, friendly and professional workplace. We have zero tolerance for bullying and discrimination.

SPCS is an equal-opportunity employer and encourage people of all backgrounds and abilities to apply.

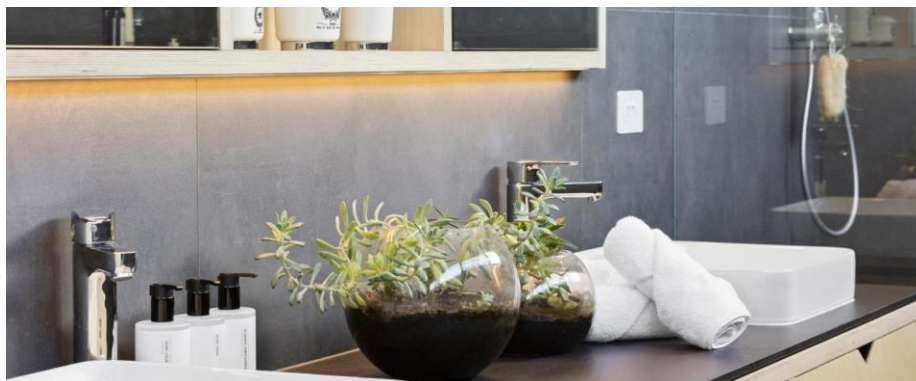
We have a family-friendly focus, offering as much flexibility as we can for our teams.

## Hours of Work

Due to the nature of the Holiday Rental Market, most hours of work are between 9am to 4pm Monday to Friday, though staff can usually expect around 2 to 5 days per week (from 4 to 25 hours). There are exceptions to this, and you may be asked to work outside of these hours.

Casual positions are not guaranteed any shifts and are rostered as needed.

**Availability over School Holiday periods is mandatory for all positions.**





## Employment Pathways

Our Employment Pathways offer our people promotion opportunities, further training and flexibility to pursue other careers. We understand sometimes people are only seeking a short-term role while studying or raising children. We aim to be as flexible and family friendly as we can.

The process is as follows:

- 1) Read Careers Information Pack (this document)
- 2) Attend a Paid Trial
- 3) If successful at Trial, you will be offered a Casual Team Member position, to be reviewed at 3 months.
- 4) Undergo 3 months of Team Member Training.
- 5) 3 Month Review- If successful, you will be offered either an ongoing Casual or Part-time Team Member position.

Further Promotion-

- 6) After the initial 3-month period, a Team Member can apply for a Team Leader role.
- 7) If successfully promoted to Team Leader, you will undergo 3 months of Team Leader Training, followed by a 3 Month Review.
- 8) If Team Leader Training is successfully completed, you may apply for any other positions including Office Manager, Accounts Manager, Marketing Manager, Training Manager and Area Manager.



## The Roles

At Southern Peninsula Cleaning Service, we offer multiple roles. We accept applications throughout the year and offer both short-term and long-term positions.

All positions are paid at least at the Cleaning Services Award 2010, as amended from time to time.

## Team Member

*During probation period \$30.09\* (casual) per hour plus penalty rates and super*

*After probation period \$31.09\* (casual) per hour plus penalty rates and super*

Our Team Members work under the direction of our Team Leaders and will find themselves cleaning bathrooms, kitchens, dusting, sanitising services, making beds, organising, styling properties, vacuuming and mopping. Working in a friendly, supportive team, each Team Member will undergo on-going training with opportunities to work across different aspects of the business as it interests them, including reception and office work, HR, marketing and more.

**Experience not necessary.**

**National Police Check essential. Driver's License preferred but not essential.**

*Other roles including Office Manager, Accounts Manager, Marketing Manager, Training Manager and Area Manager are available to experienced SPCS Team Leaders.*

*\*Rates correct as at 1 January 2024*

## What's included in a Standard Clean?

A Standard Clean includes the following:

- Kitchens- Clean and sanitize stovetops, ovens, surfaces, fridges, freezers, and fronts of cupboards, tidy and wipe inside cupboards, dust, fill amenities, place and style tea towels as required.
- Bathrooms- Clean and sanitize showers, baths, basins and toilets removing mould as required. Fill amenities, place and style towels, hand towels, floormats, face washers as required.
- Bedrooms- Dust, wipe bedside tables and inside drawers, make beds and style as required. Vacuum including under beds and rugs, mop.
- Walls and Skirting Boards- Clean minor marks and scuffs, dust skirting boards.
- Living, dining and other internal rooms- Dust, wipe surfaces, vacuum including under furniture and rugs, mop.
- Outdoor areas- Check BBQ and wipe as required, wipe outdoor furniture, tidy outdoor areas as required. Deep BBQ clean as required.
- Secure Property- Ensure all windows and doors are locked, and blinds are drawn.
- Cleaners Report- Provide a report on the condition of the property as left by departing guests.
- Check/ Change Guest Key safe- Check key has been left by departing guest and change code as required.

*An internal Quality Audit is provided on the next page to demonstrate each task in more detail.*

For more information, please visit [www.southernpencleaningservice.com.au](http://www.southernpencleaningservice.com.au)  
or email [info@southernpencleaningservice.com.au](mailto:info@southernpencleaningservice.com.au)



### SPCS Quality Checklist

Team Leader:	Date of Assessment:			
Team Members:	Assessor:			
Property:				
	0 Points	1 Point	2 Points	2 Points
<b>Entry and Bond Check</b>	<b>Not Satisfactory</b>	<b>Mostly</b>	<b>Satisfactory</b>	<b>N/A</b>
Guest key present, code changed and scrambled				
Staff key present and code scrambled				
Damages reported and photos provided				
<b>Touchpoints-</b>				
Lightswitches, remotes door handles cleaned and disinfected				
All other touchpoints cleaned and disinfected				
<b>Dusting-</b>				
Above eye level dusted and decobwebbed including fans, ledges, etc				
Benches, side tables, buffets, entertainment units and behind furniture dusted				
Skirting boards and kick boards dusted and cleaned				
<b>Kitchen-</b>				
Fridge cleaned with nothing but required goods inside				
Stove, rangehood and filters clean				
Oven and grill clean or otherwise deep clean notified				
Sink/s clean and all chrome polished				
Microwave clean				
BBQ clean				
Benches clean				
Inside cupboards including under sink clean and organised				
Outside cupboards and drawers clean				
All required consumables out and topped up				
<b>Bathrooms-</b>				
Shower glass, walls and base clean and free of mould and scum				
Bath clean				
Basins clean and all chrome polished				
Inside drawers/ cupboards clean				
Mirrors clean and streak-free				
Consumables out and topped up				
Linen/Towels out and styled correctly				
Outside toilet including seat clean				
Toilet paper out and styled correctly				
Fans clean				
<b>Bedrooms-</b>				
Beds are all made using clean and unmarked linen				
Side tables cleaned top, sides and inside drawers				
Styled according to provided photos				
<b>Living areas-</b>				
Couches and seats cleaned				
TV and units clean and organised				
All cupboards clean and organised inside				
All cupboards clean outside				
All entry/exit doors clean including handprints off glass doors				
<b>Dining area-</b>				
Dining table clean				
Any centre piece clean and styled correctly				
All chairs clean and in good condition				
Any additional furniture clean and organised				
Any consumables/ amenities out and topped up				
<b>Floors-</b>				
Under beds, rugs and furniture vacuumed				
Floors mopped clean and streakfree				
<b>Exterior-</b>				
Outdoor table and chairs clean				
Outdoor area ground clean including grassed areas, garden beds, etc				
Exterior areas decobbed				
<b>Admin to complete</b>				
Clean completed on time				
All required photos provided, doors locked, blinds down				
No negative feedback from guests or PM				
Linen and consumables cupboards neat/organised and all low stock reported				
<b>Totals</b>	0	0	0	0
<b>Grand Total</b>	0			