



Careers Information 2020

Thank you for your interest in pursuing a position with Southern Peninsula Cleaning Service

Welcome to the SPCS! We are Holiday Rental Cleaning specialists, based on the Southern Mornington Peninsula, specifically **between Sorrento and Mornington**. We are a family owned and operated business, focused specifically on the Holiday Rental market.

We are fully insured, and all our staff hold current

Working with Children's Checks and 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.

Our selection and recruitment process includes a relationship-fitness test, where we decide with our potential new employees whether we really are the workplace for you. We understand sometimes people are seeking employment that we don't offer, and that's okay! By being clear about our requirements, you know exactly what to expect if you are successful!



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 employees is that you can rest assured you are being fairly rewarded for your work. Our staff are paid at least at the Award Rate.

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.

At every clean, there will be a Team Leader present to ensure the property is left sparkling for your next guests.

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 harsher 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 10am to 3pm 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 2 hour 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

From \$23.94 (part-time) or \$26.03 (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 and Working with Children's Check Essential.

Team Leader

From \$25 (part-time) or \$27 (casual) per hour plus Leading Hand Allowance, penalty rates and super

Our Team Leaders manage their own teams with the support and encouragement of the Management team. With clear goals and open communication, the Team Leader will undertake the responsibility of their own portfolio, as well as working individually and with other Teams as needed. With full, ongoing training with up-to-date cleaning practices and management skills, our Team Leaders will demonstrate their professionalism, their caring attitude and their most critical eye for detail all at the same time.

Cleaning Experience necessary, however experience as a Supervisor is not required.

All Team Leaders are promoted from SPCS Team Members.

National Police Check, Working with Children's Check and Driver's License Essential.

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

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.

For more information, please visit www.southernpencleaningservice.com.au
or email info@southernpencleaningservice.com.au