

SCHEDULE ONE

POSITION DESCRIPTION

POSITION TITLE: Domestic Cleaner

RESPONSIBLE TO: **Operations Manager**
Domestic Supervisor

SELWYN COLLEGE VALUES:

Selwyn College is a not-for profit residential college on the northern border of the University of Otago campus. The Board of Governors state the fundamental object of Selwyn as *“an inclusive academic residential community, founded on the principle of mutual care, valuing and promoting the physical, mental and spiritual wellbeing of all of its members”*.

Key values are:

- *Community* – Selwyn is an inclusive community which demonstrates mutual care
- *Education* – Selwyn provides an environment conducive to academic excellence and broad education
- *Wellbeing* - Selwyn develops the whole person, spiritually, mentally and physically

FUNCTIONAL RELATIONSHIPS:

- Warden
- Operations Manager
- Domestic Supervisor
- Other College Staff
- Students in residence
- Sub Wardens

PRIME FUNCTION:

Ensure the cleanliness of the designated areas are maintained to high standard throughout the year.

Prime functions include:

- To be responsible for areas designated by the Domestic Supervisor/Operations Manager or Warden;
- To plan and organise key tasks as per the designated work schedule assigned by the Domestic Supervisor;
- To ensure new procedures are implemented as directed by your Supervisor/ Operations Manager or Warden.

KEY RESPONSIBILITIES

Key responsibilities include, though are not limited to, the following (see schedule of tasks for more task specifics):

1. Cleaning

- Clean bathrooms, toilets, and kitchens with appropriate chemicals.
- Collect rubbish from all kitchens, bathrooms and bedrooms and dispose appropriately; replace bin liners when required.
- Vacuum entranceways, hallways, common areas and bedrooms.

2. Other

- Report any unwell students to the Administrator.
- Report identified damages to the Domestic Supervisor. Damages may include doors and locks, carpet spills, (even if cleaned by the student), walls, and other fixtures and fittings.
- Report any alcohol, prohibited materials to the Domestic Supervisor.
- Develop good interpersonal relationships so that the residents and staff enjoy harmonious relationships within the College.
- Report to the Administrator/Domestic Supervisor if a resident has requested their rooms are not cleaned for any period longer than 7 days.
- During the year when conferencing occurs, support the facilitation of the event, including but not limited to remaking and tidying rooms as required.
- Complete any additional tasks requested by the Warden or Operations Manager.

KEY RESULTS AREAS

Expected outcomes of the position are being achieved when:

- Duties are consistently carried out without the need for close supervision;
- An acceptable volume of quality work is produced;
- Designated areas are attractive, clean and Hygienic;
- Relationships with residents and staff are harmonious.

PERSON SPECIFICATION

Required competencies and experience:

- Ability to follow instructions.
- Competent with the use of cleaning chemicals and equipment.
- Willingness and ability to interact and relate well to residents and other staff.
- Good physical fitness.

INDIVIDUAL SPECIFIC ACCOUNTABILITIES:

1. Personal

Behaviour and Role

- Adhere to organisational values, policies and guidelines, and consistently role-model these in behaviour;
- Translate the College's values into professional practices, decision making and actions;
- Individually accountable for ensuring the tasks and responsibilities of the position are understood; and for the quality of individual work, performance and behaviour;
- Proactively contribute to the College in achieving relevant planned objectives.

Personal and Professional Development

- Recognise and embrace opportunities to learn, develop, improve and increase effectiveness;
- Raising recognised individual skills or knowledge gaps or other inefficiencies in role, with Manager;
- Contribute to individual performance objectives and plans, and monitor performance against those expectations, seeking regular feedback from manager in doing so;
- Fulfil mandatory/professional competency requirements, and activities identified in performance development plan.

Health and Safety

- Act and work in a manner compliant with current health and safety at work legislation and College policies;
- Role model safe behaviour and practices, contribute to 'zero preventable harm' and a safe work environment, including raising workplace health and safety concerns for self, students, visitor's and other staff.

Sustainability

- Act in a manner consistent with the College's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

Reputation

- Represent the interests of the College and University of Otago and champion all that is great about working here.

Student Experiences and Outstanding Campus Environment

- Act in a manner which contributes to outstanding student experiences and a professional, collegial workplace.

2. People

Engage Stakeholders

- Manage key relationships with staff, students, visitors, contractors and other community members associated with the College;
- Be responsive to stakeholders and customers resolving any issues or requests in an appropriate manner;
- Communicate effectively – update stakeholders on progress and maintain strong phone, email, personal or other communication with them;
- Customer care - take the time to understand stakeholder needs and requirements and work hard to meet them.

Business Planning and Alignment

- Have a clear plan of individual work responsibilities and delivery expectations for the next period (i.e. annual or business cycle);
- Seek to understand how individual tasks and role contributes to the success of the greater team.

3. Service Delivery

Operational Planning and Execution

- Accountable for resources, budgets or assets as delegated to position by the Warden;
- Proactively contribute to collaborative decision making and facilitating a professional working environment.

Risk Management

- Identify, report and where possible, rectify, workplace health and safety concerns within work area, alerting other relevant parties to those in their workplace;
- Manage compliance and risk within area of responsibility, fulfilling any mandatory/professional auditing and/ or competency requirements as requested.

Continuous Improvement

- Strive to ensure client satisfaction, proactively monitoring satisfaction levels and welcoming feedback as an opportunity to address deficits and lift performance, work and behaviour;
- Seek opportunities to improve business processes within the College in conjunction with senior staff.

INDIVIDUAL SPECIFIC TASKS: Specific routine cleaning instructions are as follows:

1. Daily Tasks

Bathrooms and Toilets

- Clean all showers, trays, baths, toilets, and bathroom areas with the appropriate cleaning products and process.
- Remove all waste, rubbish, and shower traps are to be kept clear of hair and body waste.
- Ensure all walls, windows, window ledges doors, ceilings, door handles, window latches and electrical switches are clean, including the removal of spider webs where necessary.
- Ensure mirrors are cleaned with the appropriate products.
- Disinfect and mop floors.
- Clean all filter grills in the bathroom and toilet areas.
- Refill hand wash, paper towels and toilet paper as required.
- Replace bathmats.
- Ensure the College wide system with coloured clothes for areas are followed.
- Always wear disposable gloves when cleaning the toilet and dispose of these before cleaning any other area.
- Ensure the toilet brush has been disinfected on a regular basis.

Kitchenettes

- Ensure all benches, fridges, microwaves, ovens, dishwashers, and pantries are wiped clean.
- Check the interior of fridges for out-of-date food and remove if needed.
- Defrost fridges if needed to stop ice building up.
- Check and fill dishwashing liquid.
- Return all College cutlery, crockery, and glassware to the Main Kitchen.
- Mop and vacuum floors as needed.

Hallways and Entranceways

- Vacuum all hallways, stairwells, and landings.
- Damp dust walls, windows, fittings, ceilings and skirting boards removing marks and cobwebs.
- Ensure any glass or brass fittings have the appropriate cleaning product used.
- Wipe down any common furniture, if needed use the appropriate leather products to maintain lifetime of the leather.
- Sweep exterior entranceways to buildings, ensuring that the doorways and front mats are clean of debris and spiderwebs.
- Clean windows both inside and out.

Bedrooms

- Vacuum floors
- Empty rubbish bins
- Spot clean walls and remove any marks.
- Wipe clean the desk, mirror and window sills
- Check heaters are working and turn to low if left on high. If additional heaters are in rooms, please advise the Domestic Supervisor.
- Leave curtains and a window open upon leaving the room.
- Ensure bedroom doors are free of prohibited material including alcohol and candles.

Common Areas

- Vacuum floors
- Empty rubbish bins and tidy area if necessary.
- Spot clean walls and remove any marks.
- Wipe clean any furniture and window sills.
- Ensure all windows, ceilings and walls are clear of spider webs and dust.

2. Semester Break Tasks – in addition to the routine cleaning tasks, the following is specific to the Semester Break.

Bathrooms and Toilets

- Ensure a deeper clean of the shower and bathroom drains is completed, trying to remove as much hair and fat from the trap as possible.
- Clean all filter/ventilation grills in the bathroom
- Scrub bathroom floors.
- Give a more thorough clean to Showers, toilets, and basins.
- Clean the insides of any windows and sills, making sure the window drains are clear of dust and liquid.

Kitchenettes/Laundry's

- Ensure the fridges are defrosted, remove all food that has an expiry date, deeper clean of fridges.
- Ensure dryer lint is removed and give the lint area a light vacuum.
- Wipe out soap residue from washing machines.
- Ensure all rubbish is removed from the area.
- Give a thorough wipe down to all kitchen surfaces including floor areas.
- Make sure no College dishes remain in kitchenettes, take any additional to the Main Kitchen.
- Clean the inside of any window and sills, making sure the window drains are clear of dust and liquid.

Bedrooms

- Remove all rubbish.
- Wipe down all surfaces, to ensure clear of dust, check the skirting boards.
- Pull out the bed and vacuum under and around the bed, ensure a thorough vacuum of the room is completed.
- Remove all dishes from the rooms and take to the Main Kitchen.
- Clean the inside of all windows.
- Ensure all heaters are turned off, curtains opened and air room whilst in the building cleaning, close the windows at the end of the day before leaving.

Hallways and Entranceways

- Ensure all spiderwebs are removed from ceilings, windows, and walls.
- Wipe down all surfaces, to ensure clear of dust, check the skirting boards.
- If necessary, apply leather conditioner to any leather furniture in the area.
- Ensure all exterior entranceways to buildings are clean and clear of debris, giving extra attention to glass and removing spiderwebs.
- Clean the inside of all windows.

Common Areas

- Vacuum floors, moving furniture as necessary to give a thorough vacuum.
- Empty rubbish bins and tidy area if necessary.
- Spot clean walls and remove any marks.
- Wipe clean any furniture and window sills.
- Clean the interior of all windows.
- Ensure all windows, ceilings and walls and skirting boards are clear of spider webs and dust.

3. End of Year Tasks – In addition to the routine cleaning tasks, the following is specific to the end of the year.

Bathrooms and Toilets

- Ensure a thorough spring clean of all walls, bench tops, basins, fans, shower cubicles and baths.
- Give all drains a thorough clean.
- Clean all filter/ventilation grills in the bathroom.
- Scrub all floors.
- Advise the Domestic Supervisor of any repairs in the first week of the break if necessary.
- Clean the interior of any windows.
- Ensure all surfaces including the ceiling are dust and spider web free.

Kitchenettes/Laundry's

- Throw away any remaining food in the fridge and pantries.
- Defrost all fridges, clean these thoroughly, ensuring they are dry, turn off at the wall and leave both doors open.
- Clean the microwave, dishwashers, and ovens, turn off at the wall.
- Ensure all surfaces are given a thorough wipe down.
- Ensure ceilings, high cupboard tops, floors and walls are given a thorough wipe down.
- Remove all rubbish from the area.
- Return all College dishes to the Main Kitchen.
- Wipe out any washing machine and dryers, ensuring lint and soap residues are removed, turn these off at the wall.

Bedrooms

- Wipe clean bed bases and clean out all drawers and furniture in rooms.
- Clean all skirting boards, pull out the bed and clean under and behind the bed.
- Strip the bed of any linen and return to the Domestic office, confirm that the mattress is stain free on both sides and wipe down with disinfectant.
- Ensure all furniture, lamps, notice boards are in useable condition, if any faults please advise the Domestic Supervisor.
- Clean all lampshades, skylights, light switches, and poser sockets, with the appropriate cleaning products.
- Clean the inside of all windows, ensuring all drains, window latches and sills are clean and in working order.
- Ensure the desk chair and rubbish bins are clean and in good order.
- Wipe both the interior and exterior of the bedroom doors and handles.
- Ensure the ceilings and top of wardrobes are clear of dust and spider webs.
- Give the room a thorough vacuum.
- Whilst working in the room, ensure the windows are open to air the room, closing at the end of the day.
- Remove/clean all blutak, posters and stickers from all surfaces.

Hallways and Entranceways

- Ensure all spiderwebs are removed from ceilings, windows, and walls.
- Wipe down all surfaces, to ensure clear of dust, check the skirting boards.
- If necessary, apply leather conditioner to any leather furniture in the area.
- Ensure all exterior entranceways to buildings are clean and clear of debris, giving extra attention to glass and removing spiderwebs.
- Clean the inside of all windows.
- Clean all ventilation grills.
- Report any damage to the Domestic Supervisor.
- Open all windows whilst working in the areas to air the space, closing at the end of the day.
- Ensure all heaters and lights are off

Common Areas

- Vacuum floors, moving furniture as necessary to give a thorough vacuum.
- Remove all cushions from furniture, vacuum and clean the furniture.
- If Leather furniture is in your area, apply leather conditioner following the manufacturers instructions.
- Empty rubbish bins and tidy area if necessary.
- Give a thorough clean to all surfaces, including ceilings, lampshades, switches, and curtain rails.
- Clean the interior of all windows, ensuring all window drains and sills are clean and that curtains are in good order.
- Ensure all windows, ceilings and walls and skirting boards are clear of spider webs and dust.
- Advise the Domestic Supervisor of any damage to the area at the beginning of the break to ensure repairs are made over the summer period.