



SGCH Maintenance Officer, Cleaner Position Description

SCHCADS Award

Key role details

Maintenance Officer – Cleaning Crew	
Reports to (position)	Lead, In-house Maintenance
Department	Customers
Location	Redfern, Milsons Point (may be required to work from other locations from time to time)
Remuneration level	Level 2
Essential requirements	Previous experience in cleaning of residential/commercial properties Understanding of how to work to, and follow a schedule of work Ability to prioritise tasks A high attention to detail Good understanding of WHS legislation Good organisational and time management skills
Desirable skills	Understanding of social and community housing sector Experience working with individuals from diverse backgrounds and cultures A current NSW drivers licence



Position summary

As an SGCH Maintenance Officer Cleaner you are responsible for providing excellent customer service to our tenants by carrying out daily cleaning in some of our larger residential common area properties.

You are a key part of maintenance services as you maintain our common areas to a high standard of cleanliness. You work as part of a team of Maintenance Officers and, from time to time may be called upon to work in other locations.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

Maintenance Officer – Cleaning	
Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to manage time and work to a cleaning schedule	Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks
Behaviours – ‘What can you do?’ Provide exceptional customer service Deliver services in accordance with established standards and regulations Build and maintain positive working relationships with customers and stakeholders	Personal qualities – ‘Who you are’ Kind, responsive, caring and supportive Have a good work ethic and value a ‘job well done’ Work with integrity to deliver the best outcomes for customers



Your work as an SGCH Maintenance Officer, Cleaning

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Be part of a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Interact with our customers with care and urgency • Refer customer enquiries to appropriate avenues for resolution
Maintenance	<ul style="list-style-type: none"> • Daily cleaning of internal and external common areas • Undertake cleaning to a high standard and quality • Understand application of cleaning products to ensure best outcomes • Follow SGCH procedures to deliver best practice cleaning services
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice cleaning services • Support other Maintenance Officers during periods of absence • Support team members to deliver the best services they can by sharing knowledge and skills; and working together
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Escalate requests from customers or stakeholders with relation to common area condition • Manage your schedule of work to ensure cleaning is undertaken in a timely manner
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seeking feedback and responding constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Resilience and able to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and aligning your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct



	<ul style="list-style-type: none"> • Ensure the privacy of customer and organisational information is protected at all times
Compliance and reports	<ul style="list-style-type: none"> • Speak up to identify and address safety issues • Safe use and storage of chemicals • Attend regular (at least weekly) toolbox talks and team meetings to monitor operational performance and share information
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate these when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Providing responsive and respectful customer centric services in accordance with our customer service standards and commitments 2. Actively managing safety and promoting our safety culture 3. Maintaining our common areas to a high level of cleanliness 4. Managing waste and rotating bins as required including attempting to clear some chute blockages 5. Light weeding/watering of some common area gardens 6. Maintain cleaning schedules and report on progress 7. Speak up and report on items such as dumping, graffiti and damage 8. Attendance and participation in regular Toolbox meetings 9. Attend catchups, regular 1:1 ADP conversations and ask for feedback and improvement
5 iSARI values	<ol style="list-style-type: none"> 1. Innovation - to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business 2. Support - a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering, and using our services. Engagement with SGCH goals 3. Accountability - being transparent and accountable to our stakeholders for our actions and decisions and being collectively and individually professional in the way we conduct business. Ensuring our professionalism in each everyday action



	<ol style="list-style-type: none"> 4. Respect - for the unique contribution of our team members and partners and for customers, whatever their circumstances. Willingness to listen to and gain understanding of others and to work together. Collaborating and innovating through shared learning 5. Integrity - being honest, open, and appropriate in our communications with others, understanding and meeting our governance and management responsibilities. Informed action with discernment
4 vital behaviours	<ol style="list-style-type: none"> 1. 'I speak up' - speaking up and sharing your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Creating a space for this behaviour by encouraging others to speak up, listen and respond with care and respect 2. 'I make mindful requests' - making sure our requests are mindful, saves time, makes sure tasks are done right the first time and prevents confusion. Mindful requests help you know exactly what you are committing to and improves the way we work together and make a better experience for all our customers 3. 'I ask, "Is there a better way"?' - the process of exploring alternative options to achieve the outcomes we are looking for. We use this commitment to create an opportunity for each of us to learn and develop. It prompts us to think differently, consider multiple perspectives and be creative 4. 'I do what I say I will' - being conscious of the commitments we make to ensure that the things we say we will do are achievable and that we have everything we need to perform a task before we start. Using this commitment helps us to build trust and work together to deliver outcomes for our customers
Our service commitment	<p>We value our customers and have developed these Customer Service Standards to demonstrate our commitment and measure our progress in providing a consistent, excellent customer experience:</p> <ol style="list-style-type: none"> 1. We provide access to affordable homes and high quality services for you 2. We listen and value your views 3. We explore new and better ways of doing things 4. We do what we say we will do 5. We respect you