

Position Description

Title	Cleaner – Level 1	Date Prepared	15/05/26
Reports to	Cleaning Supervisor Site Manager	Approved by	HR

Main Purpose of Role

The Level 1 Cleaner is responsible for performing routine cleaning and hygiene duties in accordance with workplace procedures, safety standards, client requirements, and quality expectations. The role focuses on general cleaning tasks using established methods and equipment under routine supervision.

This position supports the cleanliness, presentation, hygiene, and safety of commercial, industrial, educational, healthcare, hospitality, retail, or public facilities.

Key Responsibilities

All tasks

1. General Cleaning Duties

- Sweep, mop, vacuum, and polish floors
- Dust and wipe surfaces, furniture, fittings, and fixtures
- Empty rubbish and recycling bins
- Clean glass, mirrors, and internal windows
- Clean kitchens, lunchrooms, and staff amenities
- Clean toilets, bathrooms, showers, and change rooms
- Replenish consumables such as soap, toilet paper, hand towels, and sanitiser
- Spot clean walls, doors, switches, and high-touch surfaces
- Remove cobwebs and minor marks from surfaces
- Maintain overall presentation standards of assigned areas

2. Waste Management

- Collect, segregate, and dispose of waste appropriately
- Handle general waste and recyclable materials safely
- Replace bin liners and clean bins as required
- Transport waste to designated collection points
- Follow site-specific waste and environmental procedures

3. Equipment and Chemical Use

- Operate basic cleaning equipment safely, including:
 - Vacuum cleaners
 - Mops and buckets
 - Sweepers
 - Basic polishing or scrubbing equipment
- Use cleaning chemicals in accordance with:
 - Manufacturer instructions
 - Safety Data Sheets (SDS)
 - Workplace procedures
- Store chemicals and equipment correctly after use
- Report faulty equipment or low stock levels

4. Workplace Health and Safety (WHS)

- Follow all workplace health and safety requirements
- Use personal protective equipment (PPE) correctly
- Identify and report hazards, incidents, or unsafe conditions
- Follow safe manual handling practices

- Use signage such as wet floor signs appropriately
- Maintain safe and clean work areas

5. Infection Control and Hygiene

- Follow hygiene and infection control procedures
- Clean and disinfect high-touch surfaces
- Prevent cross-contamination through correct cleaning practices
- Use colour-coded equipment where applicable
- Follow site-specific sanitation requirements

6. Customer Service and Professional Conduct

- Present professionally and courteously at all times
- Communicate respectfully with clients, staff, visitors, and the public
- Respond appropriately to reasonable requests within role scope
- Maintain confidentiality and security requirements
- Attend work punctually and reliably

7. Quality and Compliance

- Complete assigned tasks within required timeframes
- Follow cleaning schedules and checklists
- Maintain cleaning standards in line with company and client expectations
- Report maintenance issues, damages, or supply shortages
- Participate in workplace training and toolbox talks as required

Essential

- Basic understanding of cleaning methods and equipment
- Ability to follow instructions and procedures
- Good attention to detail
- Ability to work safely and independently
- Reliable communication and teamwork skills
- Basic understanding of workplace hygiene standards

Physical Requirements

The role may involve:

- Standing and walking for extended periods
- Repetitive bending, lifting, pushing, and pulling
- Manual handling of equipment and waste
- Use of cleaning chemicals and PPE
- Working early mornings, evenings, weekends, or public holidays where required

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Maintain cleanliness and hygiene standards Ensure all allocated cleaning duties are completed to required hygiene, presentation, and cleanliness standards in accordance with company procedures, client expectations, and site specifications.	Completion of 100% of scheduled cleaning tasks within rostered shift timeframes Achieve minimum quality audit scores of 90% or higher during inspections Zero substantiated client complaints relating to missed cleaning tasks Consumables maintained and replenished in all assigned areas during each shift High-touch surfaces sanitised in accordance with site cleaning schedules
Work safely and efficiently Perform all cleaning duties safely, efficiently, and in compliance with Workplace Health and Safety (WHS) requirements, safe work procedures, and company policies.	Zero preventable workplace injuries caused by unsafe work practices Correct PPE worn and used in 100% of applicable tasks Wet floor signs and safety controls used appropriately during all relevant cleaning activities Completion of all required safety training and toolbox talks within designated timeframes

	All hazards, incidents, or near misses reported immediately or before end of shift Minimal equipment misuse or damage attributable to operator error
Follow site procedures and schedules Consistently follow site-specific cleaning schedules, procedures, security requirements, and operational instructions to ensure service delivery standards are met.	100% adherence to assigned cleaning schedules and task checklists Completion and submission of required documentation, logs, or checklists accurately and on time Zero unauthorised deviations from site procedures or security requirements Attendance at shifts maintained at agreed roster levels Punctual arrival to shifts and work areas in accordance with roster requirements
Demonstrate reliability and professionalism Maintain professional conduct, reliability, and workplace behaviours that support positive client relationships and effective team operations.	Maintain attendance rate in line with company expectations Maintain punctuality with minimal late arrivals during review periods Positive feedback from supervisors, clients, or site representatives Compliance with uniform and presentation standards during all shifts Professional and respectful interactions maintained with clients, visitors, and team members Timely communication regarding absences, incidents, or operational issues
Support a positive workplace culture Contribute positively to teamwork, communication, cooperation, and workplace morale while supporting organisational values and service standards	Demonstrated cooperation with supervisors and team members during daily operations Participation in team meetings, training sessions, and workplace initiatives No substantiated complaints relating to inappropriate workplace behaviour Willingness to assist with operational requirements within role scope Constructive communication maintained with colleagues and management Compliance with company values, code of conduct, and workplace policies

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____