

Position Description

Title	Cleaner General Hand	Date Prepared	05/08/26
Reports to	Cleaning Supervisor Cleaning Manager	Approved by	HR

Main Purpose of Role

The Cleaner | General Hand is responsible for performing routine cleaning, general hand and site support duties in accordance with workplace procedures, safety standards, client requirements, and quality expectations. The role includes general cleaning, rubbish removal, stores replenishment, basic grounds cleaning duties and the safe use of approved onsite vehicles and equipment.

This position supports the cleanliness, presentation, hygiene, safety and efficient day-to-day operation of the site by providing flexible cleaning and general support services across assigned areas.

Key Responsibilities

All tasks

1. General Cleaning Duties

- Sweep, mop, vacuum, and clean floors and assigned areas
- Dust and wipe surfaces, furniture, fittings, and fixtures
- Empty rubbish and recycling bins
- Clean glass, mirrors, doors, and high-touch surfaces
- Clean kitchens, lunchrooms, staff amenities, toilets, bathrooms, and common areas
- Replenish consumables such as soap, toilet paper, hand towels, and sanitiser
- Spot clean walls, doors, switches, and other surfaces as required
- Assist with cleaning of external entrances, walkways, and designated outdoor areas
- Remove cobwebs, leaves, litter, and minor debris from assigned areas
- Maintain overall cleanliness and presentation standards of assigned areas

2. Rubbish Removal and Waste Management

- Collect, segregate, and dispose of general waste and recyclable materials appropriately
- Remove rubbish from buildings, residential areas, common areas, and designated collection points
- Replace bin liners and clean bins as required
- Use approved onsite vehicles or equipment to transport waste to designated bins, skips, or collection areas
- Follow site-specific waste, recycling, environmental, and security procedures

3. Onsite Vehicles and Equipment

- Operate approved onsite vehicles and general hand equipment safely, including:
 - Site utility vehicles or other authorised vehicles
 - Trolleys and material handling equipment
 - Cleaning machines and basic grounds equipment
 - Complete required vehicle or equipment pre-start checks before use
- Hold the appropriate licence or authorisation for any vehicle operated
 - Follow site speed limits, parking, pedestrian, loading, and vehicle safety requirements
 - Keep vehicles and equipment clean, secure, and in serviceable condition
 - Report vehicle damage, faults, incidents, or maintenance requirements promptly
- Use vehicles only for approved work-related duties
- Return vehicles, keys, and equipment to designated locations after use

4. Stores and Consumable Replenishment

- Collect, receive, move, and distribute cleaning consumables and supplies as directed
- Replenish cleaning stores, cupboards, amenities, and other designated stock locations
- Rotate stock and maintain stores in a clean, safe, and organised condition
- Use safe manual handling practices when moving cartons, chemicals, linen, and supplies

- Report low stock levels, damaged goods, delivery discrepancies, or supply shortages promptly
- Ensure chemicals and controlled items are stored in accordance with workplace procedures and Safety Data Sheets (SDS)

5. Basic Grounds Cleaning Duties

- Pick up litter and loose rubbish from designated external areas
- Sweep or blow leaves and debris from entrances, pathways, courtyards, and paved areas
- Empty external rubbish bins and maintain surrounding areas in a clean condition
- Remove cobwebs and minor debris from external building areas where safely accessible
- Report damaged grounds, trip hazards, blocked pathways, drainage issues, or maintenance concerns

6. Workplace Health, Safety and Professional Conduct

- Follow all workplace health and safety requirements and safe work procedures
- Use personal protective equipment (PPE) correctly and apply appropriate safety controls
- Communicate respectfully with clients, staff, visitors, and team members
- Maintain confidentiality, security, and site access requirements
- Attend work punctually, reliably, and ready to undertake allocated duties

7. Quality and Compliance

- Complete assigned cleaning and general hand tasks within required timeframes
- Follow daily work allocations, cleaning schedules, checklists, and supervisor instructions
- Maintain work standards in line with company and client expectations
- Report maintenance issues, hazards, vehicle or equipment faults, damages, and supply shortages
- Participate in workplace training, toolbox talks, and site-specific inductions as required

Essential

- Basic understanding of cleaning methods, equipment, and general hand duties
- Current driver licence appropriate to vehicles required for the role, where applicable
- Ability to follow instructions, schedules, and workplace procedures
- Good attention to detail and ability to work across indoor and outdoor areas
- Ability to work safely, independently, and as part of a team
- Reliable communication, teamwork, and basic workplace hygiene knowledge

Physical Requirements

The role may involve:

- Standing and walking for extended periods, including outdoor work
- Repetitive bending, lifting, pushing, pulling, and carrying
- Manual handling of equipment, waste, stores, cartons, and supplies
- Use of cleaning chemicals, PPE, onsite vehicles, and approved equipment
- Working early mornings, evenings, weekends, public holidays, or in varying weather conditions where required

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Maintain cleaning and site presentation standards Complete allocated cleaning, rubbish removal, stores and basic grounds duties to required presentation, hygiene and site standards.	• Completion of 100% of scheduled and allocated tasks within rostered shift timeframes. • Achieve minimum quality audit scores of 90% or higher during inspections. • Minimal substantiated client complaints relating to missed or incomplete tasks. • Rubbish, consumables and assigned external areas maintained to required standards. • Work areas left clean, safe and presentable at completion of tasks.
Use vehicles and equipment safely and responsibly Operate approved onsite vehicles and equipment safely, responsibly and in accordance with site procedures and authorisations.	• 100% compliance with onsite vehicle and equipment safety requirements. • Required pre-start checks completed before vehicle or equipment use. • Zero unauthorised use of onsite vehicles or equipment. • Vehicle, equipment damage, faults or incidents reported promptly. • Vehicles, keys and equipment returned to designated locations after use.
Maintain stores and waste services	• Assigned rubbish and recycling removed within required timeframes.

Support efficient site operations through reliable rubbish removal, stock movement and replenishment of designated stores and consumable locations.	• Stores and consumable locations replenished according to daily requirements. • Stock stored safely, neatly and in accordance with site procedures. • Low stock levels, damaged goods and supply shortages reported promptly. • Safe manual handling practices used for all stock and waste movements.
Work safely and follow site procedures Perform all duties safely and in compliance with WHS requirements, site security requirements, safe work procedures and company policies.	• Correct PPE and safety controls used in 100% of applicable tasks. • All hazards, incidents and near misses reported immediately or before end of shift. • 100% adherence to supervisor instructions, work allocations and site procedures. • Completion of required safety training, inductions and toolbox talks within designated timeframes. • Minimal equipment misuse or damage attributable to operator error.
Demonstrate reliability, teamwork and professionalism Maintain professional conduct, reliability and workplace behaviours that support effective team operations and positive client relationships.	• Attendance and punctuality maintained in line with company expectations. • Professional and respectful interactions maintained with clients, visitors and team members. • Demonstrated willingness to assist across cleaning, waste, stores and grounds duties within role scope. • Constructive communication maintained with supervisors and colleagues. • Compliance with company values, uniform standards, 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:** _____