

Position title: Cleaner - Aqualink	
Classification: Cleaner	Effective Date: May 2026
Reports to: Operations Coordinator	Tenure: Permanent/Temporary/Casual

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position will contribute to the operation of a multi-faceted leisure facility through the provision of high standards of cleaning and presentation to ensure a safe, hygienic and welcoming environment for all patrons and staff.

Key Responsibilities

Position Specific Responsibilities

- Maintain a high standard of cleanliness across all areas of the Centre, including pool hall, change rooms, toilets, gym, group fitness areas, offices and surrounding external areas.
- Undertake routine and reactive cleaning duties including mopping, sweeping, vacuuming, scrubbing, disinfecting and waste removal.
- Ensure amenities are maintained to a high standard, including regular cleaning, inspection and restocking of consumables.
- Ensure the prompt identification and cleaning of spills, hazards and high-risk areas to minimise risk to patrons and staff.
- Ensure all cleaning duties are undertaken in accordance with safe work practices, Safety Data Sheets (SDS), Guidelines for Safe Pool Operation and Council's OHS policies and procedures.
- Operate and maintain cleaning equipment in a safe and effective manner.
- Set up and pack down cleaning equipment and safety signage as required.
- Ensure pool deck cleanliness is maintained, including scum line cleaning and general presentation.
- Monitor and report maintenance issues, hazards and damages as required.
- Monitor and report on stock levels of cleaning consumables.
- Provide excellent customer service to all patrons in accordance with Centre policies, including the provision of courteous assistance when required.
- Positively contribute to the presentation and promotion of the Centre.
- Treat all patron information in accordance with the Privacy Act.
- Maintain relevant records and complete cleaning checklists as required.
- Provide feedback and operational input into the improvement of cleaning processes and standards.
- Provide ongoing support to the Duty Manager and Operations Co-ordinator and assist with any delegated tasks.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.



- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget:

Staff responsibility: Nil

Judgement and Decision Making

- The position has the authority to act within clearly documented cleaning procedures and operational guidelines.
- The position is required to prioritise cleaning tasks and respond to immediate hazards within established processes and under general supervision.
- Guidance will be available from the Duty Manager or Operations Co-ordinator when required.

Specialist Knowledge and Skills

Technology:

- Basic skills in the use of cleaning equipment and machinery.
- Basic skills in the use of computers, phones and tablets.
- Ability to complete required documentation and checklists.

Qualifications and Experience

Qualifications/ Certificates/ Licences and Experience:

- Level 2 First Aid Certificate.
- CPR Qualification.
- Satisfactory National Criminal History Check.
- Current Working with Children Check.

Interpersonal Skills

- Ability to work as part of a team and individually under regular supervision.
- Good oral communication skills to enable positive interaction with patrons and other employees.
- Friendly, professional and reliable approach.

Key Relationships:

The position will liaise with other team members, Duty Managers, Operations Co-ordinator leadership team members and patrons.

Management Skills

- Ability to work independently and manage time effectively across a range of cleaning tasks.
- Ability to prioritise work and respond to competing demands.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Ability to maintain high standards of cleanliness and presentation.
2. Understanding of safe work practices and chemical handling.
3. Ability to work independently and manage time effectively.
4. Ability to deal with competing demands and complete tasks within required timeframes.
5. Good communication skills and ability to work as part of a team.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Cleaning window seals. Dusting and cleaning wall skirtings. Picking up rubbish.	Frequently	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use iPad use Phone use General cleaning duties e.g. Wiping, moping vacuum.	Occasionally	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	General cleaning duties Filling up soap and toilet role dispensers. Restocking stock.	Frequently	
Standing Tasks involve standing in an upright position		Frequently	



Reaching Tasks involve reaching above head, and above and equal to shoulder height	Cleaning high areas. Obtaining cleaning consumable from shelves. Restocking cleaning shelves.	Frequently	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Cleaning duties	Frequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Cleaning Chemicals Cleaning consumables	Frequently	
Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Cleaner trolley Furniture e.g. chairs/tables	Frequently	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Occasionally	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's license	Frequently	

Any other relevant comments:

Exposure to noise is vacuum cleaner