



## Position Description Cleaner - Benedict XVI Retreat Centre

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Reporting to:	Operations Manager, Benedict XVI Retreat Centre General Manager, Benedict XVI Retreat Centre
Department:	Benedict XVI Retreat Centre (BXVI)
Location:	Grose Wold
Employment Status:	Casual
Modern Award Coverage and Classification:	Hospitality Industry Award, Guest Services Grade 2

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The Position:	<p>Benedict XVI (BXVI) Retreat Centre is an initiative of the Archdiocese of Sydney (the Archdiocese) and Sydney Catholic Schools.</p> <p>BXVI Retreat Centre provides a peaceful bushland retreat setting in which members of the Catholic community can explore and deepen their faith and their commitment to Christ and the mission of His Church.</p> <p>BXVI is a purpose-built retreat centre for schools, parishes, agencies, religious orders, communities and movements and other groups. Established by the Archdiocese as a facility to support an expanded retreat program throughout the Archdiocese.</p> <p>The primary purpose of the Cleaner is to provide high quality cleaning services ensuring the Centre and all its facilities are kept in a and presentable condition that is welcoming for our guests.</p>
Responsibilities:	<p>The Cleaner is accountable to the General Manager, and will be able to perform the inherent requirements of the job, including those duties outlined below:</p> <ul style="list-style-type: none"> <li>• Carry out cleaning duties within the Centre nominated by Operations Manager, as documented in the Housekeeping Standard Operating Procedures. Duties includes, but not limited to, dressing and stripping beds, cleaning bathrooms, vacuuming floors, mopping floors, dusting and wiping down all surfaces, and rubbish removal to maintain a very high standard of cleanliness across the Centre</li> <li>• Ensuring that the cleaning standards comply with the Centre's Housekeeping Standard Operating Procedures</li> <li>• Flexibility and responsiveness to meet the operational needs of the Centre</li> <li>• Cleaning allocated areas to a very high standard with consideration to hygiene, safety and guest needs</li> <li>• Advising Operations Manager when stock levels for the Centre including but not limited to; linen, cleaning equipment, cleaning materials and guest supplies are low</li> <li>• Adherence to directions provided by Operations Manager and General Manager</li> <li>• Ensuring lost property is kept safely and returned to its owner and or reception</li> <li>• An awareness of and compliance to the water management systems standards at the Centre</li> </ul>

- Understand and follow all Work Health and Safety procedures
  - Notify Operations Manager of occurring deficiencies or needs for repairs
  - Provide support to other cleaning staff, as required
  - Other duties as requested
- Inter-relationships: The Cleaner will interact with the following internal and external individuals and groups:
- General Manager, team members and supplier staff at the Centre
  - Catholic Archdiocese of Sydney Chancery team members
  - Sydney Catholic Schools (both individual schools and Sydney Catholic Schools offices) and other Diocesan Schools, such as those of surrounding Dioceses
  - Parish Priests and parish staff
- Qualifications and Experience: The ideal Cleaner will have:
- A personal and demonstrated commitment to the ethos and values of the Catholic Church
  - Demonstrated commitment to customer service
  - Good knowledge of building cleaning practices, supplies and equipment, including environmentally friendly and septic safe products;
  - Ability to use building cleaning supplies and equipment
  - Ability to understand and follow simple oral and written directions
  - The ability to be adaptable and problem solve
  - Current Working with Children clearance in NSW or willing to obtain
  - Current CPR and First Aid certifications, not essential
- Attributes: The Cleaner will demonstrate the following attributes:
- Self-motivated and dependable
  - Good verbal and written communication skills
  - Attention to detail
  - Excellent integrity and good interpersonal skills
  - Professional manner and presentation
  - Excellent team player
  - Sound time management skills
  - An awareness of personal and professional boundaries
- Performance Management: The performance of the Cleaner will be assessed on a regular basis having regard to:
- Performance on the key responsibilities and attributes for this role
  - Service levels and the level of satisfaction expressed by key stakeholders
  - Ability to develop and maintain relationships with key stakeholders
  - Ability to work to protocols and processes of the Archdiocese of Sydney

*The Archdiocese is wholly committed to ensuring the safety, well-being and dignity of all children and adults at risk, and acknowledges its important legal, moral and spiritual responsibility to create a safe and nurturing environment for those children and adults at risk. The Archdiocese has a zero-tolerance approach to child abuse. Staff are encouraged to read the [Archdiocese Commitment Statement and Safeguarding Policy](#)*

*Additionally, the Archdiocese is committed to continuous improvement to assess and address the risk of modern slavery in its operations and supply chains and to report annually on these actions in the form of a Modern Slavery Statement.*