



Glenworth Valley Services P/L ABN: 42 658 080 810 T/A Glenworth Valley Wilderness Adventures

OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

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Thank you for enquiring about our **Commercial Cleaner** position at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre. This position is offered as one of the following employment types based on applicants' personal preference:

- **Permanent Full Time** – Consistent 40 hours per week
- **Permanent Part Time** – Consistent 8-32hrs per week
- **Casual** – Approximately 8- 40hrs per week
- **Contractor** - Approximately 8- 40hrs per week

GVWA is a diverse, family owned, multi-award-winning business specializing in adventure activities, accommodation and events. Glenworth Valley welcomes approximately 250,000 guests annually onto our pristine 3000 acre wilderness property to partake in a wide variety of adventure activities and over 200 different and diverse events. We are a family run business who has been in operation for more than 50 years and employ a passionate team of 45 full time and approximately 100 part time and casual team.

Why do people love working at Glenworth Valley?

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit 15 minutes from Gosford. Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural surroundings and the enjoyable type of work we do. To familiarise yourself with the nature of our businesses, please visit www.glenworth.com.au

Purpose of the role

Achieve a high standard of presentation, cleanliness, and hygiene within Glenworth Valley's tourism and events facilities including buildings and facilities such as Offices, Cabins and Accommodation Villas, team vehicles, Campground Amenities and The Valley Event Centre reporting any maintenance items needing rectification to ensure a safe, healthy, and pleasant environment for employees, clients, and visitors.

What we are looking for?

We are seeking the services of an energetic, multi skilled cleaner who is motivated to achieve a high standard of presentation and cleanliness. The type of person we are looking for has a high degree of attention to detail, takes pride in their work and is flexible with their availability. All applicants must be non- smokers and address the key result areas within the position description. The successful applicant will be joining a high-quality, well-established business operating in a satisfying and rewarding role.

Rates of pay

Glenworth Valley is flexible in relation to the employment style and would consider applicants in a casual, full time, part time or contractor capacity, more important is the person's enthusiasm and commitment to the role. Due to the nature of the tourism industry the applicant must be available to work weekends, public holidays and during school holidays. All cleaning materials, equipment, chemicals and supplies provided.

Permanent Full Time and Part Time roles: Your ordinary hourly rate incorporates and offsets all entitlements including overtime, penalties, allowances, and annual leave loading as contained within the Award. Rates of pay are \$30 per hour Mon- Sat, \$45 on Sundays and \$75 on Public Holidays plus superannuation, and before tax. This equates to an approximate annual salary based on a Wednesday to Sunday roster of \$68,640 per annum pro rata.

Casual: Your ordinary hourly rate includes casual loading, and excludes all other entitlements eligible under the award such as uniform, penalties, breaks etc. Rates of pay will be \$37.50 Mon- Sat, \$52.50 on Sundays and \$82.50 on Public Holidays plus superannuation, and before tax.

Contractors: Your ordinary hourly rate incorporates and offsets all entitlements including overtime, penalties, allowances, and annual leave loading as contained within the Award. Rates of pay will be \$42 Mon- Sat, \$58.80 on Sundays and \$92.40 on Public Holidays including superannuation, and before tax.

Standard Hours of Employment

Glenworth Valley is extremely flexible to suit the right candidate. Standard hours of employment will vary subject to your preferred employment type, your hours of availability and the weekly schedule of events and bookings and can be discussed in the interview process. Hours of employment will include both in business and out of standard business hours. Preference will be given to applicants who have weekend, public holiday, school holiday and after hours availability.

What to do next?

Please fill out the application form enclosed and return it and your resume ASAP via email to employment@glenworth.com.au. Please note that no interviews will be conducted, or further information provided on the day if you choose to deliver your application in person.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

Position Description

Title:	Commercial Cleaner
Reports to:	Accommodation Supervisor, Horse Riding Centre Manager and Food and beverage Manager.
Supervises:	None
Hours:	Permanent Full Time – consisting of 40 hours per week Permanent Part Time - consisting of between 8 -32 hours per week Casual – approximately 8 to 40 hours per week Contract – approximately 8 to 40 hours per week
Grade:	Grade 4
Breaks:	30-minute lunch break
Last updated:	Aug 25

GLENWORTH VALLEY WILDERNESS ADVENTURES

Our Mission	To provide exceptional experiences sustainably by connecting people through our spectacular wilderness
Our Vision	To be Australia's leading provider of outstanding wilderness experiences.
Purpose of the role	Achieve a high standard of presentation, cleanliness, and hygiene within Glenworth Valleys facilities including buildings such as Offices, Accommodation Villas, Campground Amenities, The Valley Event Centre etc aswell as reporting any maintenance items needing rectification to ensure a safe, healthy, and pleasant environment for employees, clients, and visitors.
Key Result Areas	<ul style="list-style-type: none">• Work Health and Safety• Customer service• Facilities and Waster Cleanliness• General Coordination and Maintenance
Key Behaviours	<p>Customer Focus – Anticipates and meets the needs of customers and responds in an appropriate manner.</p> <p>Communication Skills – Takes the initiative to communicate in an accurate, appealing, and engaging manner to work colleagues and customers.</p> <p>Accountability – Accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient, and cost-effective manner.</p> <p>Responsiveness – Recognises and responds to unanticipated events and requirements.</p> <p>Initiative – Actively seeks opportunities to add value to the business and make a positive contribution rather than passively accepting situations.</p>

Performance Outcomes

Work Health and safety

- Applies basic health and safety knowledge to impart an attitude, standard and performance in line with a safety-first culture.
- Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices in accordance with procedures.
- Follow all emergency response procedures and first aid training to provide assistance in an emergency situation.
- Accurately report and document all incidents, near misses, hazards or any safety concerns in a timely manner adhering by to company policies and procedures.
- Adhere by all cleaning chemicals and products according to manufacturer instructions and safety data sheets (SDS).

Customer Service

- Reflect, in attitude and performance, the standards Glenworth Valley Wilderness Adventures requires thereby acting as a role model for other team members.
- Provide basic customer service in accordance with your training in a friendly, helpful and approachable manner that results in customers being happy and satisfied and encourages repeat visitation.
- Represent and promote Glenworth Valley as a high quality, desirable and professional destination in a way which encourages 5-star reviews.
- Respond to customer feedback and questions in a helpful and professional manner, passing on relevant feedback or escalating to management where necessary.

Facilities and Waste Cleanliness

- Act in a polite and professional manner at all times.
- Respond to additional cleaning requests and address any concerns or complaints efficiently.
- Clean all commercial facilities to a high standard of presentation and cleanliness.
- Utilise and follow GV's cleaning checklist, completing all required tasks to maintain cleanliness and hygiene standards.
- Take pride in the quality of cleaning achieved, going above and beyond to meet and exceed expectations.
- Ensure a high attention to detail with all cleaning tasks.
- Complete cleaning sheets to a high degree of accuracy.
- Assist with setting up and cleaning after events or festivals where required.
- Perform other cleaning duties as assigned in accordance with instructions.
- Is responsible for the quality of their own work subject to routine supervision.
- Ensure regular removal of waste from all designated collection points to prevent accumulation, maintaining cleanliness and hygiene standards.
- Implement efficient waste handling procedures to ensure proper disposal and recycling of waste materials.

General Coordination and Maintenance

- Actively Identify and report any damages, missing items or maintenance items requiring rectification at the end of each clean, ensuring timely resolution to maintain functionality.
- Monitor stock, cleaning chemical or cleaning material, communicating ordering requirements to the HRCM well in advance of running low, facilitating uninterrupted cleaning operations.
- Consider future needs, and demands, including upcoming busy periods to ensure we have adequate resource levels and equipment.
- Assists in on-the-Job training of new team members in accordance with SOP's, if required.
- Responsibly handle any personal items found, delivering them to the homestead office by the end of shift.
- Take a proactive approach to communicate potential issues or concerns with management, where required, assisting additional support or resources to complete the task to a high standard.
- Perform tasks self-conducted, exercising limited discretion within defined procedures, subject to routine-based supervision.

Position Qualities, Skills, and General Requirements

Essential Qualities and Skills

- Proven work experience as a cleaner
- Energetic and highly motivated
- Exceptional attention to detail
- Takes pride in the quality of work done and the standard of presentation achieved
- Friendly and professional – ability to interact with any customers you encounter
- Good knowledge and ability with professional cleaning practices and chemicals
- Good written and verbal communication skills
- Integrity and honesty
- Methodical and highly organised
- Problem solving ability and initiative

Desirable qualities and skills

- Experience with commercial cleans would be useful but not essential.
- Happy and friendly approach to customers and team members

General Requirements

- The successful applicant needs to be available to work weekdays, weekends and during school holidays subject to demand
- Must have or obtain your own ABN number (which is easy to get) for fortnightly invoicing (only applicable for contractor positions)
- Attend any quarterly cleaner team meetings as required
- Glenworth Valley is a non-smoking work environment
- Own transport
- Working as directed
- Obtain and maintain a current WWCC