# POSITION DESCRIPTION

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|---|---|
| **Directorate**: | Education |
| **Division:** | Infrastructure and Digital Services Branch |
| **Business Unit:** | School Facilities Management, School Cleaning Services |
| **Permanent/Temporary:** | Permanent |
| **Position Number:** | P42233 |
| **Classification:** | Senior Officer Grade B |
| **Position Title:** | Director, School Cleaning Service |
| **Location:** | Hybrid working arrangements based at HBCTL (Hedley Beare Centre for Teaching and Learning) 51 Fremantle Drive, Stirling ACT |
| **Immediate Supervisor:** | Senior Director, School Cleaning Service |
| **Last Reviewed:** | September 2026 |

## DIRECTORATE OVERVIEW

The Education Directorate delivers quality public school and early childhood education to shape every child's future and lay the foundation for lifelong development and learning. We deliver high quality education across more than 90 public schools educating more than 50,000 students from early childhood through to year 12. Our workforce consists of more than 8000 staff, including 7200 school-based staff. We also regulate the early childhood sector and register non-government schools in the ACT. Our Strategic Plan 2022-2025 explains our vision, our mission, values and strategic focus.

The Directorate operates within a 'One ACT Government' framework to facilitate the implementation of whole-of-government priorities and initiatives. The ACT Government's vision for the Territory is embodied in the following strategic themes – quality health care; a fair and safe community; excellent education, quality teaching and skills development; a strong dynamic economy; a vibrant city and great neighbourhoods; a sustainable future; and high-quality services.

A link to the Directorate's organisational chart is https://www.education.act.gov.au/about-us/who-we-are

## DIVISION OVERVIEW

The major responsibilities of the Infrastructure and Digital Services Group are:

1. Provision of strategic advice to the Minister and the Directorate;
2. Promotion of a strong and collaborative culture through effective communication and links with internal and external partners and the broader community; and
3. Provision of enabling and supporting services, within: Digital Strategy, Services and Transformation; Asset Management and Delivery and School Facilities Management (including small to medium capital upgrades, coordination and delivery of repairs and maintenance and the School Cleaning Service).

The Infrastructure and Digital Services Group (IDSG) includes three branches: Digital Strategy, Services and Transformation (DSST), Asset Management and Delivery (AMD) and School Facilities Management (SFM).

## BUSINESS UNIT OVERVIEW

The School Facilities Management (SFM) Branch is responsible and accountable for the overall management and delivery of infrastructure and building related services to ACT public schools, including the Asset Renewal Program, Repairs & Maintenance (including hazardous materials remediation) and Corporate Asset Services as well as the School Cleaning Service (SCS) and Building Services Taskforce.

The Branch is critical to the delivery of education services to the children and young people of the ACT, ensuring that our schools remain safe and welcoming environments for our students, staff, visitors, and community users of our schools.

Services are delivered by a valued, diverse and skilled workforce responsible for ensuring schools are modern, well maintained and presented in a manner that demonstrates a professional and safe learning environment for students, staff and visitors.

## POSITION OVERVIEW

The Director, Cleaning Operations (Senior Officer Grade B) is a key leadership role within the School Cleaning Service (SCS), part of the Infrastructure and Digital Services Group. The position is responsible for leading and managing the delivery of cleaning operations across ACT Government schools, ensuring services are provided safely, effectively and in accordance with legislative, regularity and Directorate requirements.

The SCS employs more than 450 cleaning staff and 15 administrative staff tasked with the delivery of high-quality cleaning services across more than 130 sites managed by the ACT Education Directorate. Cleaning services are delivered seven days per week between the hours of 5am and 11pm.

Reporting to the Senior Director, SCS, the Director, Cleaning Operations provides strategic and operational leadership to a large, geographically dispersed workforce and is accountable for the planning, coordination and continuous improvement of cleaning services across the ACT public school network. The role is responsible for workforce management, resource allocation, service planning, contractor and stakeholder engagement, compliance activities and operational performance to ensure high-quality, fit-for-purpose cleaning services are delivered efficiently and effectively.

The Director works collaboratively with school leaders, internal Directorate stakeholders and external service providers to support safe, healthy and well-maintained learning environments for students, staff and visitors. The position plays a critical role in ensuring operational services meet customer expectations while maintaining compliance with workplace health and safety requirements, industrial obligations, Directorate policies and broader government priorities.

As a senior leader within the School Cleaning Service, the Director contributes to branch-wide strategic planning, governance, risk management, workforce capability development, budget oversight and the implementation of service improvements. The role requires the ability to balance strategic objectives with day-to-day operational demands, deliver outcomes in a complex service environment and lead teams through change while maintaining a strong focus on safety, accountability and service excellence.

The successful applicant will be a capable and experienced leader with a demonstrated track record in operational management, facilities management, service delivery or a related field. They will possess strong people leadership skills, sound judgement and the ability to build productive stakeholder relationships while delivering high-quality outcomes in a dynamic and customer-focused environment.

## REPORTING RELATIONSHIP




## WHAT YOU WILL DO

The primary responsibilities of the Director, Cleaning Operations are to:

1. Lead a large and diverse team responsible for the planning, organisation and co-ordination of cleaning operations across all ACT Government Schools, to ensure standards of service are achieved and maintained;
2. Coordinate the continuous monitoring of all cleaning activities, ensuring that they are delivered in accordance with the Standard Operating Procedures of the School Cleaning Service;
3. Ensuring the ongoing compliance of the School Cleaning Service with all internal audit requirements.
4. Oversee the systems that monitor cleaning standards, to ensure they meet the highest standards required by our clients and Education Directorate, including the collation and reporting on associated data.
5. Working with the SCS leadership team to ensure the service operates within budget to meet agreed service delivery standards.
6. Engage frequently with industrial relations partners in formal and informal settings to support strong outcomes for the team and workforce.
7. Lead the teams compliance with legislation, with a strong focus on Work Health and Safety, of cleaning operations;
8. Guide the development and regular review of cleaning plans for standard operations, periodical cleaning and special cleaning activities.
9. Adhere to the legislation, policies and procedures governing operations of the ACT Public Service.

## WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### Professional / Technical Skills and Knowledge

1. Significant experience leading cleaning operations or in Facilities Management, preferably within a school setting, or the ability to quickly learn the cleaning functions to be deployed in ACT Government schools.
2. Demonstrated experience leading a large and diverse team to implement high quality cleaning practises across a multi-site portfolio.
3. Proven time management skills with the ability meet deadlines with minimal supervision
4. Provide accurate, timely written and verbal briefings on the operating environment of the SCS.
5. Detailed understanding, and experience resolving, of the common issues faced by school cleaners in performing their work, including:

- work health and safety
- discrimination and bullying in the workplace
- Industrial relations (delegates rights and role)
- dispute resolution

### Behavioural Capabilities

1. Proven ability to work effectively in busy situations, in a team environment or independently
2. Experience in managing data systems that report accurately on the provision of service in a large and complex operating environment
3. The ability to engage meaningfully, openly and transparently with workforce stakeholders, including unions to achieve positive outcomes for operational delivery and the workforce.
4. Demonstrated understanding and commitment to the implementation of the principles of Respect, Equity and Diversity (RED), ACTPS values and principles, participative work practices, work health and safety, staff development and training.

## MANDATORY REQUIREMENTS

- A current driver's license.
- Staff working in ACT Government schools must have a current ACT Working with Vulnerable People (WWVP) Registration or the ability to obtain one prior to commencing.
- The duties of the position require a high degree of manual activity. Applicants may need to successfully pass a physical assessment to ensure they possess an appropriate level of functional physical fitness.

### DESIRABLE

- A current First Aid Certificate.
- Proficient in using MITTI/Safety Culture to support safety, compliance, and operational reporting.

## HOW TO APPLY

Suitably qualified and experienced applicants should submit a curriculum vitae, a statement of claims addressing the 'Professional and Technical Skills, and Knowledge' and 'Behavioural Capabilities' section of the position description and the contact details of two referees.

Responses must be a maximum of three (3) pages. Please ensure referees have a thorough knowledge of your work performance and outlook. Please ensure that one of the referees is your current or immediate past supervisor. You should also be aware you may be asked to provide further referees.

**Note:** Selection may be based on application and referee reports only. A merit list will be established from this selection process and may be used to fill future vacancies over the next 12 months.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Cleaning Operations (SOGB) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| **ADMINISTRATIVE** | **FREQUENCY** |
|---|---|
| Telephone use | Frequently |
| General computer use | Frequently |
| Extensive keying/data entry | Occasionally |
| Graphical/analytical based | Never |
| Sitting at a desk | Frequently |
| Standing for long periods | Frequently |
| Designated workstation | Occasionally |
| **STANDARD HOURS** | **FREQUENCY** |
| Flexible working hours (access to flex time) | Frequently |
| Fixed or specified start/finish times | Occasionally |
| Expected to work extensive hours over a significant period due to the nature of the duties | Occasionally |
| Access to Accrued Days Off (ADO's) | Never |
| Peaks and troughs | Occasionally |
| Frequent overtime | Occasionally |
| Rostered shift work | Never |
| **SOCIAL DEMANDS** | **FREQUENCY** |
| Work with others towards shared goals in a team environment | Frequently |
| Work in isolation from other staff (remote supervision) | Occasionally |
| Working in a call centre environment | Never |
| Working directly with the public | Occasionally |
| **PHYSICAL DEMANDS** | **FREQUENCY** |
| Distance walking (large buildings or inter-building transit) | Frequently |
| Working outdoors | Occasionally |
| **MANUAL HANDLING** | **FREQUENCY** |
| Lifting 0 – 5kg | Frequently |
| Lifting 5 – 10kg | Occasionally |
| Lifting 10kg+ | Never |
| Climbing | Never |
| Reaching | Frequently |
| Bending/squatting | Frequently |
| Push/pull | Occasionally |
| Sequential repetitive movements in a short amount of time | Frequently |
| **TRAVEL** | **FREQUENCY** |
| Frequent travel – multiple work sites | Frequently |
| Frequent travel – driving | Frequently |
| Frequent travel – interstate | Occasionally |

| SPECIFIC HAZARDS | FREQUENCY |
|---|---|
| Working at heights | Never |
| Exposure to extreme temperatures | Never |
| Operation of heavy machinery e.g. forklift | Never |
| Confined spaces | Occasionally |
| Excessive noise | Occasionally |
| Low lighting | Occasionally |
| Handling of dangerous goods/equipment | Occasionally |
| Working with asbestos | Never |
| Potential to encounter agitated customers | Occasionally |
| Exposure to potentially distressing case material | Occasionally |
| **OTHER** | **FREQUENCY** |
| Uniform required | Never |
| Personal Protective Equipment (PPE) required | Frequently |