

POSITION DESCRIPTION

Directorate:	Education
Branch:	School Facilities Management
Section:	School Cleaning Operations
Position Number:	P59359, Several
Classification:	Administrative Services Officer Class 5 (ASO 5)
Immediate Supervisor:	Assistant Director (SOGC)
Security Clearance Required:	No
Location:	255 Canberra Avenue, FYSHWICK ACT
Last Reviewed:	June 2025

DIRECTORATE OVERVIEW

The Education Directorate is responsible for delivering educational services to empower each young person in the ACT to learn for life. The Directorate is responsible for the operation of the network of government schools across the ACT and for regulating non-government school and early childhood education providers.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well demonstrate the related signature behaviours.

Further information about working in the ACT Public Service and the Education Directorate can be found at <https://www.jobs.act.gov.au/work-with-us> and <https://www.education.act.gov.au/>.

BRANCH OVERVIEW

The School Cleaning Operations Branch incorporates: Operations Team, Rostering Team and People Management Team. The Branch is responsible for providing quality, client focused services to maintain a highly skilled, sustainable workforce.

POSITION OVERVIEW

The Workforce Coordinator will support the Directorate in providing a range of operational rostering activities in support of ACT Government cleaning requirements including ACT Government schools, and Government buildings.

The School Cleaning Service is responsible for the delivery of cleaning across The ACT Government. This includes managing cleaning workforce for schools and Government buildings: rostering, procuring cleaning equipment and supplies, implementing site specific cleaning, coordinating cleaning for community hire of school facilities.

The Workforce Coordinator sits within the Rostering Team and will work collaboratively with other team members within the broader team structure. Under limited direction, the Workforce Coordinator will have focus on using the workplace management system UKG Pro (Kronos) to assist with the management of workplace scheduling, attendance, and payroll of staff.

YOUR DUTIES AND RESPONSIBILITIES

Under general direction from the Assistant Director the Workforce Coordinator will be responsible for:

- Collaborate with team members, assign, monitor and update shifts and shift patterns for over 450 ACT Government cleaners.
- Conduct daily reviews of actual versus expected attendance across all scheduled shifts.
- Identify and liaise with team members and individual cleaners to resolve attendance exceptions.
- Apply allowances to shifts as required.
- Reconcile attendance records in preparation for fortnightly pay runs.
- Be the first point of contact in assisting cleaners with access to, punching issues and the use of UKG Pro as required.
- Set up and terminate cleaner records on UKG Pro as required
- Contact cleaning staff to ensure daily rostering changes and absences are covered and reflected in UKG Pro.
- Process leave applications via UKG Pro.
- Assist with responding to cleaner pay enquiries.
- Analyse and resolve discrepancies between UKG Pro and payroll
- Undertake other duties appropriate to this level of classification that contribute to the Directorate.
- Update and maintain Daily Spreadsheets, capturing key data on, absentees, leave types, shift hours, coverage and relief arrangements.
- Provide daily data handover to the Operations Team to support decision-making and ensure continuity of service delivery.
- Identify data trends of reoccurring issues in shift coverage and escalate where appropriate.
- Contribute to the continuous improvement of data collection processes and reporting tools.

WHAT YOU REQUIRE

Professional and Technical Skills, and Knowledge

1. Demonstrated experience managing large workforces with complex and variable rostering arrangements using contemporary rostering, time and attendance tools; preferably UKG Pro (Kronos).
2. Proven time management skills with the ability to work effectively in high-pressure situations to plan, set priorities and meet deadlines both independently and in a team environment.
3. Demonstrated understanding of Government processes as they relate to the delivery of organisational support services, including human resource management, finance and administration.
4. Well-developed written and oral communication and interpersonal skills with the ability to problem solve whilst dealing with confidential, sensitive information.
5. Well-developed skills and experience in the use of Microsoft Office Suites, including Outlook, Word and Excell.

Behavioural Capabilities

6. Ability to handle personal or sensitive information appropriately whilst maintaining privacy and confidentiality principles.
7. Demonstrated professionalism and a commitment to continuous improvement in line with the ACT Government Values of Respect, Integrity, Collaboration and Innovation.

Highly Desirable

- Proficient in use of UKG Pro (Kronos) workforce management systems.