POSITION DESCRIPTION

POSITION TITLE

Neighbourhood Housekeeper

ORGANISATION

Span Community House

CLASSIFICATION

Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2024 – Level 2.1

HOURS OF WORK

9 hours per week (mornings) – school holidays negotiable

CONDITIONS

As per the Neighbourhood House Collective Agreement 2024.

REPORTS TO

Manager, Span Community House

DIRECT REPORTS

None

POSITION PURPOSE

The Neighbourhood Housekeeper plays a vital role in creating a warm, welcoming and inclusive environment at Span Community House.

This role combines practical housekeeping duties, including tidying, cleaning, and room setup, with light hospitality and front-of-house responsibilities such as welcoming visitors and assisting with community activities such as our monthly community lunch. A key aspect of the role includes operating and managing the robot vacuum to maintain clean and safe floors.

The role contributes to Span's placemaking approach - actively shaping and caring for our community spaces so they invite interaction, creativity and connection. The Housekeeper supports the day-to-day presentation of the Centre, ensures facilities are ready for programs and events, and collaborates with staff, volunteers and community members to enhance the atmosphere of Span's shared spaces.

The Neighbourhood House Housekeeper must adhere to all organisational, legislative and regulatory requirements, including child safety standards, and maintain a current Working with Children Check.

ORGANISATION OVERVIEW

Span Community House is an independently run, not-for-profit community organisation offering opportunities for the community to connect and build capabilities through inclusive and affordable programs and inviting spaces, that respond to local needs.

We value connection, sustainability, participation and lifelong learning, and aim to create a place where community members feel safe, respected and inspired to contribute.

OUR VALUES

- **Inclusiveness** - Everyone is welcome, and we work to create an accessible and comfortable environment for all.
- **Engagement** - We build strong and meaningful relationships with our community.
- **Equity** - We operate with fairness, respect and understanding of diverse needs.
- **Sustainability** - We care for people, our organisation and the planet.
- **Creativity** - We embrace curiosity, imagination and new ideas.
- **Integrity** - We work honestly, transparently and collaboratively.

KEY RESPONSIBILITIES

1. Keeping SPAN Sparkling

- Keep all areas of the Centre looking fresh and welcoming, including shared spaces, program rooms, offices, bathrooms, kitchens, entrances, and outdoor paths.
- Operate and manage our robot vacuum (training provided) and other cleaning tools to keep floors and spaces tidy with ease.
- Take out bins and bring them back in, and keep tea towels and other shared kitchen linens clean and ready for use.
- Ensure the Centre is safe, organised, and inviting for everyone who walks through our doors.

2. Making Spaces Feel Special

- Work with staff, volunteers, and community members to spot opportunities to brighten and improve our spaces.
- Support small creative projects and placemaking initiatives that make SPAN fun, welcoming, and full of life.

3. Facilities & Supplies Champion

- Check facilities before and after programs, events, and hall hires to make sure everything runs smoothly.
- Spot maintenance or cleaning issues and take action (or flag them for follow-up) to keep the Centre in top shape.
- Help set up rooms, move furniture, and make sure tea, coffee, milk, and other supplies are ready for activities.
- Keep track of cleaning, hygiene, and hospitality supplies, making sure nothing runs out.

4. Welcoming Visitors & Supporting Programs

- Be the friendly face of SPAN - welcome visitors, participants, and community members with warmth and a smile.
- Help register visitors, answer questions, and guide them around the Centre.
- Support recycling initiatives and help everyone keep SPAN green and tidy.

5. Record Keeping and Administration

- Maintain simple records related to cleaning tasks, supplies and facility checks.
- Participate in staff meetings, planning and Centre activities as required.

KEY SELECTION CRITERIA

Essential

1. A genuine sense of community and a passion for making people feel welcome and included.
2. Strong attention to detail and pride in keeping spaces clean, safe, and inviting.
3. Experience in cleaning or housekeeping in homes, community centres, schools, commercial, or similar settings.
4. Ability to work independently, use initiative, and solve problems as they arise.
5. Excellent time management skills, with the ability to juggle multiple tasks efficiently.
6. A flexible, positive attitude and a willingness to contribute to a collaborative, team-oriented environment.
7. Strong interpersonal skills and the ability to interact respectfully with people from diverse backgrounds.

Desirable

6. Interest in placemaking, community spaces or creating welcoming environments.
7. Experience using technology such as digital booking systems and robot vacuums

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EMPLOYMENT REQUIREMENTS

- National Police Check (or willingness to obtain)
- Working with Children Check (or willingness to obtain)
- Current First Aid Certificate (or willingness to obtain)

APPLICATIONS TO

Zoe Austin-Crowe, Manager
Email: zoe@spanhouse.org

Closing date: Monday 19 January 2026