



POSITION DESCRIPTION

Your position title will be	Cleaner & Team Member
You'll be supported by	Zone Leader & Team Leader
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
Our customers will love coming to shop at our store because of the attention to detail you will take maintaining a safe, clean and tidy environment for them to discover their home and improvement needs in.	
WHAT YOU'LL DELIVER	
<p>Customer service</p> <ul style="list-style-type: none"> • When working (in uniform) instore and approached by customer(s) ensure customers feel they are the number one priority • Always acknowledge customers with a smile or greeting • Answer customer enquiries and seek assistance when necessary • Knowledge of general store layout and being able to direct customers to the appropriate sections of the store 	
<p>Operational</p> <ul style="list-style-type: none"> • Ensure all areas are kept clean and tidy and excessive rubbish removed to the appropriate areas, being disposed of in a safe and secure manner • Maintain team member areas i.e. locker room, employee conveniences, lunchroom to a clean standard • Check and empty all internal bins once full and/or at the close of each business day • Clean all store bathrooms at least once a day, ensuring constant supply of consumables items are available • Check facilities every 2 hours throughout the day for cleanliness • Check lighting daily and report any blown bulbs as quickly as possible. Ensure correct level lighting is maintained in all areas • Store and maintain all cleaning related equipment in accordance with manufacturer's instructions • Ensure cleaning materials are used sparingly in accordance with manufacturer's instructions • Ensure cleaning material are stored safely and securely and stocks are maintained at an appropriate level • Report any maintenance issues to management as soon as they are identified • Check all glass windows and doors at the opening of the business and throughout the day for finger or other marks and remove using the appropriate products • Check entrance ways on a regular basis throughout the day ensuring any rubbish is discarded in the appropriate place • Communication of issues and concerns to the leadership team with a great sense of urgency 	
<p>Stock management</p> <ul style="list-style-type: none"> • Assist with stocktake procedures accurately and efficiently when required • Ensure stock rotation on all products • Follow the correct procedure for writing off stock • Liaise with Accounts payable administrator when ordering chemicals, toilet paper, handtowels and other consumables 	
<p>Team support</p> <ul style="list-style-type: none"> • Openness to working in other areas of the store as required • Engage in a positive team culture • Support and follow safe work practices to keep you and others teams members safe 	
<p>Self Management and other duties</p> <ul style="list-style-type: none"> • Wear a clean and well-presented Company uniform • Ensure your name badge is always worn • Have a positive attitude and willingness to help • Actively participate in training provided • Take responsibility for personal time management to ensure that all required tasks are completed in a timely manner • Any other duties your managers feels are appropriate given your role and skills 	

<p>Self Management and other duties continued</p> <ul style="list-style-type: none"> • Maintain an openness to diversifying duties as per the needs of the business. Especially in relation to additional cleaning needs during COVID-19 escalation • Support our endeavours to be a sustainable focused business. Support positive changes to the way we work to align our processes with our values 	
<p>Security/Loss prevention</p> <ul style="list-style-type: none"> • Maintain a full awareness of your surroundings to ensure the safety and security of yourself, store product and your teammates, reporting any suspicious characters or security concerns immediately to duty management • Follow the Customer Centred Service training to acknowledge every customer to act as a deterrent for those who are acting suspiciously • Complete the Loss prevention & Robbery prevention & safety skills” eLearning’s 	
<p>Health & safety</p> <ul style="list-style-type: none"> • Demonstrate safe behaviours and make sure that you and others are kept healthy and safe at your place of work • Always be aware of health and safety risks. Take 10 seconds to pause and assess the risks before starting any work. If anything is different, unsafe or dangerous then address this immediately – speak to a manager if you need assistance • Follow safe work practices, standard operating procedures, rules and instructions • If there is something you don’t know, or if you have any health and safety concerns, ask your manager or the health and safety manager • Only use equipment or do tasks you have been trained and are authorised for • Use all safety gear (including PPE) that is needed for the task • Always use appropriate signage for wet floor areas • Maintain a clean and orderly work area • Be in a fit mental and physical state to do your job • Report all injuries, incidents or anything unsafe (hazards) immediately (ecoPortal - Health, Safety & Wellbeing) • Contribute to the overall safety culture by voicing your ideas and suggestions and developing solutions on health and safety performance and get involved with safety improvement activities • Participate in Return-to-Work plans when applicable 	
<p>Learning & development</p> <ul style="list-style-type: none"> • Adhere to completion dates for all relevant E-learning modules for your department • Adhere to training requirements and completion of all relevant Standard operating procedures for your department • Actively participate in your individual performance development review • Adhere to training requirements, completion dates as directed by the Company i.e e-Learning 	
<p>Compliance management</p> <ul style="list-style-type: none"> • Comply with Health & Safety guidelines & procedures. Specifically, regularly competing Hazardous Substances & Spill Kit training on an annual basis • Compliance with all internal and external policies and procedures that govern the store’s activities as they relate to your role • Show integrity in following all Mitre10 Ltd Policies and procedures including and not limited to all Health & Safety guidelines • Communicate issues of concern to the Health & Safety Manager ensuring that non-compliance is escalated and addressed 	
<p>CORE CAPABILITIES YOU NEED</p>	<p>MINDSETS, HABITS AND BEHAVIOURS YOU NEED</p>
<ul style="list-style-type: none"> • Ability to work unsupervised • Communicate with everyone effectively and carry out agreed solutions • Manage issues as they arise, reporting them to your manager as appropriate and maintaining open communication channels • Create and maintain professional, friendly working relationships, sharing information as needed • A reasonable level of fitness 	<ul style="list-style-type: none"> • Punctual, reliable and trustworthy • Able to manage time effectively • Ability to work both alone and in a team. • Flexibility and adaptability • Be open to learning and new ways to continuously improve. • Be customer obsessed, ensuring they take priority over other tasks and busy-ness. • Present yourself positively, through personal presentation and attitude

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Attention to detail • Understanding of how to handle cleaning products safely, including a variety of chemicals. • Numeracy skills to measure cleaning fluids. • Ability to operate cleaning tools, such as the 'duck' & 'waterblaster' etc 	<p>Number of direct reports: Nil Budget ownership: Nil</p>
HOW WE DO THINGS HERE AT MITRE 10	
<ul style="list-style-type: none"> • We live by our values in how we are with one another as one team and with our customers • We all play an active part in our health, safety & wellbeing obligations, following guidelines and procedures and always working in a safe way • We all know the guidelines we're working within to help us stay on track (policies and procedures) • We all muck in and help with whatever needs doing 	



Shaping our culture by adapting the way we choose to show up in our daily work and interactions



We thrive in an environment that is...
EMPOWERING & ENERGISING

We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.



We'll do the best work through our...
COLLABORATIVE NETWORKS

Thinking in departments and silos means we're missing out on all the great skills and insights from other teammates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.



We are courageous by being...
OPEN TO LEARNING

We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.



We are focused and driven so...
OUR CUSTOMERS WIN

We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.



YOUR ACKNOWLEDGEMENT

Name:

Signed:

Date: