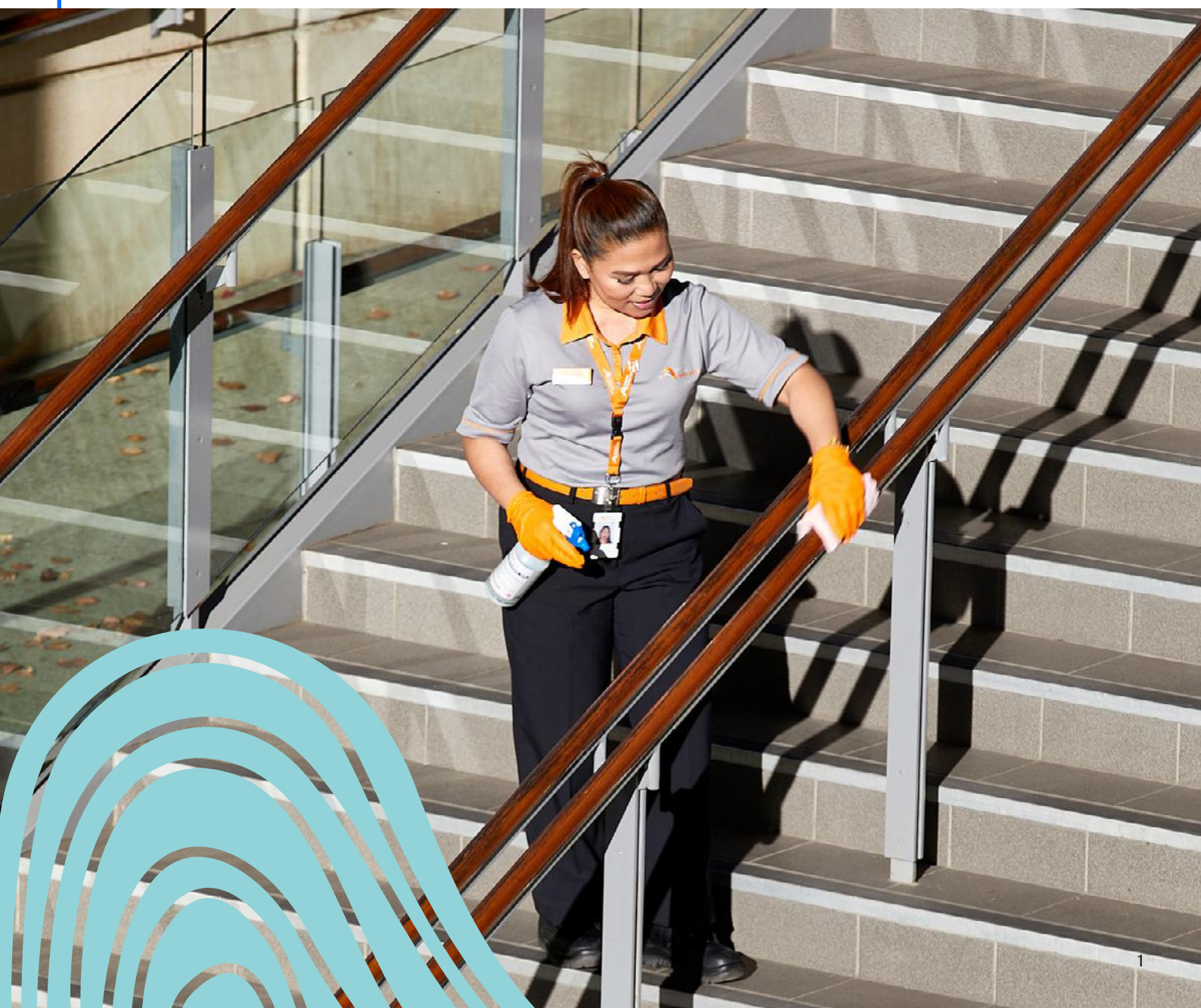


# Cleaning Attendant Sydney Trains

Information pack



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## How to use this information pack



Carefully read all the information in this pack.



Think about whether the role is right for you and your lifestyle.

We look forward to reviewing your application and hope to welcome you aboard soon!



# Thinking about becoming a Cleaning Attendant with Sydney Trains?

Being a Cleaning Attendant with Sydney Trains is a rewarding job. You'll join a friendly and passionate team making a difference to millions of customers travelling across Sydney's rail network each year.

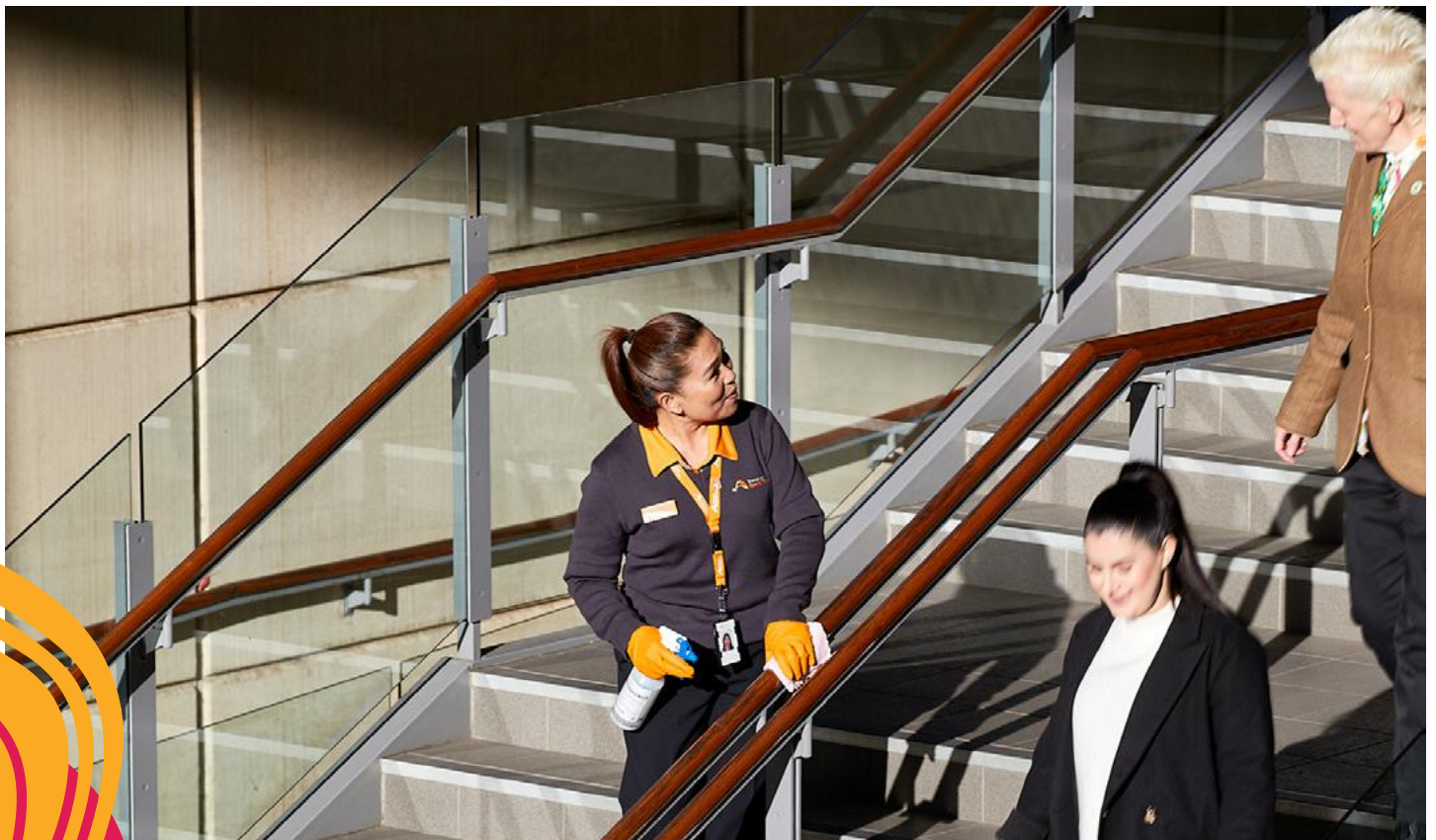
Every day, we assist customers get to their destinations quickly and safely and you will play a vital role in ensuring customers can do this in a clean and safe environment.

You put the customer at the centre of everything you do. You think like a customer and have a keen attention to detail to ensure our stations are immaculate and well presented to customers every day.

Before you can begin working as a Cleaning Attendant, you will need to complete a few weeks of full time paid rigorous training that includes attending workshops to learn about the role and organisation, assessments, and on-the-job training.

This information pack contains everything you need to know before applying for a role as a Cleaning Attendant with Sydney Trains. Read through it and think carefully about whether the role is right for you. You will be tested on the information in this pack throughout the application process.





# All about the role of a Cleaning Attendant

Cleaning Attendants make a valuable contribution to communities by ensuring a clean and safe environment for passengers.

As a Cleaning Attendant:

- You'll join a team who are the face of Sydney Trains
- You'll directly contribute to the experience of passengers travelling on our network
- You take pride in your presentation to ensure you make first impressions count
- You take pride in your workplace and want it to look its best at all times
- You care about what you do and making a difference
- You deliver in high-pressure situations
- You are an action-oriented problem solver
- You are resilient and can adapt to changing environments and situations
- You are committed to continuous improvement and ongoing learning and development.



# Your day-to-day responsibilities

## Cleaning

As a Cleaning Attendant, you will provide an exceptional customer experience by up-keeping the presentation of stations to ensure we make a good first impression to customers as they transit through stations.

You will undertake scheduled and ad hoc requests for cleaning tasks in an efficient and effective manner both in team and individual environments.

Your duties will include:

- Cleaning platforms and concourses including seats, walls, floors, lifts, canopies, escalators and all areas of the station and immediate surroundings
- Removing litter at the station
- Removing graffiti on walls, escalators, lifts, stairs and ramps
- Cleaning toilets and station amenities
- Conducting Work, Health and Safety Cleans including vomit, blood and urine.



## Customer service

As a cleaner, you will work in customer environments and may be approached by customers seeking assistance from time-to-time. When this happens, you'll deliver an exceptional customer experience by proactively upholding the Customer Service Principles and helping customers to continue their journey in a timely and respectful manner.

## Work hours and rosters

Part-time Cleaning Attendants work no less than 25 hours and up to 38 hours per week (excluding training periods). Shifts may be anywhere between 4-8 hours in length.

Full-time Cleaning Attendants work 38 hours per week.

Cleaning Attendants must be available to work within a 24 hour rotating roster including shift work, weekends and public holidays and willing to work across the network.

# Work locations

Sydney Trains operates nearly 170 stations across Sydney.

As a Cleaning Attendant, you may be rostered to various locations across the network during your employment.

Positions will be based at various locations across the Sydney Trains Network including Sydney CBD, Inner West, South, West, North and Illawarra regions.



# Training to be a Cleaning Attendant



The training program will teach you all the skills you need to confidently perform the role of a Cleaning Attendant.

The Cleaning Attendant training program provides you with the required skills and knowledge to:

- Operate the tools of the trade including cleaning equipment
- Communicate effectively using apps, mobile phones and radio
- Support the on-time running of trains so ensure customers get to where they are going efficiently.

The Cleaning Attendant program requires determination to successfully complete so you should be prepared to commit and give your best during this important introduction to your new role.





## Program structure

Before you begin working as a Cleaning Attendant, you will complete a few weeks of paid full-time training which includes workshops to learn about your role and Sydney Trains, competency assessments and on-the-job training.

Once you are prepared and confident to undertake your role, you will be rostered to a station or other location as a Cleaning Attendant.

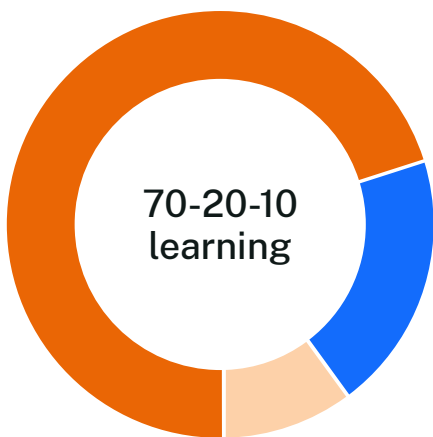
## Off-the-job training

You will learn in a workshop-style environment, as well as in live stations and platforms. This includes completing computer-based e-learning activities and participating in station visits to practise your new skills.

## On-the-job training

You will gain hands on experience and use real equipment in real life scenarios and situations. This allows you to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

By participating in the initial employment training program, you will learn the skills you need to confidently perform the role of a Cleaning Attendant.



## 70:20:10 learning

Your training will follow the 70-20-10 model which represents quantities of time spent on each learning activity.

70% is on the job learning through doing the role on the job.

20% is from mentoring and relationships, such as learning from others.

10% of the learning takes place in a formal learning environment, in workshops and via eLearning.

70-20-10 represents relative quantities of time, not importance.

## Assessments

You will be required to sit through number of assessments in order to successfully complete your training. These will be delivered in a variety of formats such as in a classroom, and on-the-job training.



# About Sydney Trains

At Sydney Trains, our rail services keep Sydney moving by putting our customers at the centre of everything we do. We work with our local communities to deliver safe, timely and efficient rail services 24 hours a day, seven days a week.

Our trains and network are evolving to meet the needs of our customers now and well into the future. We're continuing to integrate technological innovations that help us deliver a smarter and more sustainable network.

Find out more about [Sydney Trains](#)





# Our core values

Our core values and Customer Service Principles help shape our behaviours so that we can work together to deliver better outcomes for customers.



## Safety

Promoting the core belief that safety is our greatest priority and that all injuries are preventable.



## Pride

Taking pride in your role, your presentation and recognising your value within the organisation.



## Accountability

Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.



## Collaboration

Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.



## Excellence

Striving for excellence: continuously acting to exceed your own, the business, and our customer expectations, and acting with a focus on the optimum end result.



# Our Customer Service Principles

- First impressions count
- Friendly and ready to help
- Communicate clearly
- Find a solution
- Share your knowledge
- Work together



# About the Customer Experience branch

The Customer Experience branch aims to embed a customer-centric culture across Sydney Trains to ensure we're consistently delivering great customer experiences.

We work in partnership with teams across the organisation support Transport's future vision of creating truly integrated, multi-modal customer journeys.

We're always looking for ways to continuously improve our customers' journeys, leveraging insights from customer information and feedback, partnering with business areas to respond to customer needs, investing in new technologies and innovations to improve customer information, delivering a program of upgrades and improvements to our infrastructure and station environments and listening to what our people need.





## Our focus

- Delivery of exceptional customer service underpinned by our Customer Service Principles.
- Using technology and digital tools to assist us support customers to plan and manage seamless journeys across Sydney.
- A strong focus on our customer environment, including station-based upgrades and enhancements.
- Improved customer information to deliver real-time customer updates during journeys.
- A greater emphasis on continuous improvement.
- Safety and wellbeing of our customers and our people.

## Our unique challenges

With continual improvements to the train network come ever greater challenges for our team. We need to be more productive and efficient to provide better value for money to customers.

Our key challenges include:

- Integrating the Sydney Metro and new public transport hubs and precincts into our network
- Delivering safe, reliable services, accurate information and choice of modes to customers that reflect their shifting travel and movement patterns, particularly post-COVID.



# Employment matters, benefits and policy

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## Benefits and entitlement

The full-time commencing base salary for a Cleaning Attendant is \$1,274.90 per week (pro-rata). In addition, employees receive:

- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)
- Shift allowances and overtime (as applicable)
- Annual leave loading.

## Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Parental leave: 14 weeks after 40 weeks of service
- Sick leave: 15 days per year
- Some other leave types include: Family, Community Service, Carer's and Bereavement Leave.

## Travel benefits

All Sydney Trains employees receive an employee travel pass valid on the NSW public transport system including:

- Sydney Trains
- NSW Trains
- State Transit Buses
- Sydney Ferries
- Sydney Metro
- Light rail.

## Additional benefits

Learn more about some of the benefits you may be eligible for via the [Employee benefits guide \(PDF\)](#).

## Uniform and grooming standards

Sydney Trains employees must present themselves in a professional manner, including wearing the designated uniform and required safety gear appropriate to operations.

## Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the enterprise agreement, policies and procedures, and job requirements
- Act in the best interests of Sydney Trains and its customers.

## Drug and alcohol policy

Sydney Trains is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and customers through reducing the risks created by the use of drugs and alcohol.

To achieve this vision, everyone in the workplace is required to:

- Participate in our random drug and alcohol testing program
- Have test readings showing zero concentration of alcohol in the blood
- Have a test reading less than the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308) for tolerances of drugs
- Not have or sell alcohol or prohibited drugs in the workplace
- Not be in possession of any item or piece of equipment for the use or administration of a prohibited drug at any Sydney Trains workplace.

The Sydney Trains Drug and Alcohol program is consistent with our corporate values and behaviours. It also provides support for our employees to remain drug and alcohol free while at work.

Measures to reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol will include the opportunity to self-identify and seek help, rehabilitation programs and education on drug and alcohol related issues.









# The recruitment and selection process

Our recruitment process assesses each applicant's skills, capabilities, qualifications, experience and personal qualities in relation to a particular position.

Explore Transport's [application tips video series](#) for plenty of handy hints to help you navigate and ace each stage of our application and recruitment process.



## Online assessment

You may be required to complete an online assessment task. The assessments have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Customer Service Attendant.

## Interview

You'll take part in either a face-to-face or virtual panel interview to assess you against the role's non-technical behaviours and capabilities.

Your interview will require you to respond to several behavioural questions. Behavioural questions require you to demonstrate how you behaved in a specific work situation.

When responding to a behavioural question, you should identify and explain an example from your work history that relates to the question. The best way to do this is by using the STAR method.

STAR stands for:

**Situation:** open with a brief description of the situation and context of the story that summarises who, what, where, when, and how.

**Task:** explain the task you had to complete and highlight any specific challenges or constraints such as deadlines, costs or other issues.

**Action:** describe the specific actions that you took to complete the task. This is also an opportunity to highlight traits such as taking initiative, showing leadership, or working as part of a team without you needing to explicitly state them.

**Result:** summarise any positive outcomes of our actions and clarify what you learned from the experience. An example of a behavioural question that might be asked at an interview is 'describe a difficult problem you had to sort out in your last job.' This behavioural interview question is designed to explore your ability to identify, analyse and solve problems.

## Medical assessment

The Cleaning Attendant position requires a Category 3 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 3 assessments include health questionnaires and clinical examination including vision (defective safe A).

### Health questionnaire

The questionnaire helps identify health conditions which affect the ability to perform Category 3 rail safety work.

Your medical assessment covers:

- General work tasks including accidents or near misses.
- General health including medications and treatment.
- Epworth Sleepiness Scale, a screening tool for sleep disorders and excessive daytime sleepiness.
- AUDIT questionnaire, a screen for alcohol dependence.
- K10 questionnaire, a screen for anxiety and depression.

### Clinical examination

A clinical examination is a part of your overall medical assessment to ensure you're able to carry out all duties for Category 3 rail safety work.



## Reference checks

In your application form you will be asked to provide the contact details of two recent work related referees.

Referees should be a current or previous manager or supervisor who can comment on your work performance from the last five years. Personal character referees are not accepted. Referee details can be updated at the pre-employment check stage.

## National Police Check

A National Police Check is conducted through an authorised agency on all external applicants.

Applicants found to have a criminal record will have their individual circumstances taken into consideration. Depending on the offence and when it occurred, a criminal record does not automatically disqualify candidates from the recruitment process.

## NSW Government employment review

Service history checks are undertaken on all current and previous Sydney Trains (RailCorp, State Rail or Rail Infrastructure Corporation RIC) employees. A service history check is also undertaken on all current NSW Government agency employees. A satisfactory service check is required before an application will be progressed to the next stage.

## Appointment process

This recruitment campaign aims to fill a number of permanent full-time and part-time Cleaning Attendant positions based in Sydney. If you are successful you will be notified regarding your commencement date.

There is a 3-6 month probationary period from date of commencement; this may be extended under certain circumstances.

The Talent Pool provides a merit list or e-list of suitable applicants for each location. Candidates who are considered suitable but are unable to be matched with a role initially will be added to a Talent Pool for up to 18 months. If a vacancy arises which matches a Talent Pool candidate's preferences, the Talent team may get in touch to initiate an offer of employment.



# Job related testing, more information

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## What is job related testing?

- Job-related testing is used by Transport for NSW (TfNSW) to assist in determining a candidate's suitability for employment
- Testing ensures that our selection decisions are objective and fair and based on a candidate's ability to perform in the role effectively
- Testing makes up just one component of the selection process.

All testing sessions are administered under standardised testing procedures, this means the same conditions for everyone.

## Job-related testing consent

When you lodge an application you give consent for TfNSW to:

- Undertake job-related testing with you
- Use the information gathered from testing to assist in determining your suitability for employment
- Use your results for research purposes - at which time any personal information such as your name and date of birth is removed
- Use the results to assist staff development, should you be appointed to the role
- Assist decision making of third parties in the event of a review (where applicable).

## Validity of results

- The results for the Reading Comprehension you complete will remain valid for 12 months
- You will not be eligible to re-sit this test again within that time.

Any valid testing results you have will be taken into consideration if you apply for other TfNSW roles in the next 12-months which use the same tests. i.e. if the same tests are used in the recruiting process for roles within Sydney Trains and NSW Trains, then the results from today will transfer over and remain valid for a 12-month period.

## Job-related testing confidentiality

- All of the information collected throughout the job-related testing is treated with strict confidentiality
- Only those responsible for processing your application (Recruitment & Assessment Services) and the Selection Panel will have access to your test results
- It is important that you do your best. If you feel you cannot complete the test to the best of your ability on the day of your testing, please let us know and we may be able to reschedule you to another session.

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