

Hospitality and Facilities Management Roles

Do you:



Like hands-on practical work using a specific skill or trade.



Prefer not to be the frontline of support



Have good fitness and agility



What do Hospitality and Facilities Management workers do?

The aged care and disability services sector has many ancillary workers behind the scenes in hospitality (food preparation, cleaning and laundry) and maintenance (electrical, plumbing and gardening). They enable the day-to-day running of a home or facility and meet peoples' needs by keeping the living environment both functional and comfortable.

Employers may refer to these roles as:

- **Kitchen Hands, Cooks and Chefs, Caterers, Dishwashers** (commercial kitchen or residential care) prepare and cook meals, organise meal order and delivery, clean dishes, equipment and surfaces
- **Cleaners** keep a living environment clean by dusting, vacuuming, mopping, and wiping surfaces
- **Hotel Services** covering a range of hospitality and cleaning roles
- **Laundry Workers** load and unload washers and dryers, and sort, iron, fold and pack laundered items
- **Gardeners** maintain the garden landscape by mowing lawns, raking leaves, planting and pruning
- **Maintenance Workers** keep facilities and equipment running smoothly and carry out minor repairs. This role requires knowledge of electrical outlets, circuits and switches, and plumbing
- **Home Modification Tradespeople** modify homes and gardens to make them more accessible
- **Drivers** deliver meals, laundry and goods, and drive people for appointments and activities

Sounds interesting?

Check out the key attributes and skills for the role below:

Key attributes - employers often look for someone who:

- has a **practical** mindset and is good at **hands-on work**
- has good **fitness, strength and agility** – someone who can handle a lot of moving around, lifting and standing for long periods
- is **reliable** – good team player, time management skills, can get things done, and is flexible

Skills and accreditations employers often require:

- good literacy and numeracy (to follow recipes, read safety instructions and measure cleaning fluids, etc.)
- current police check and Working with Vulnerable People clearance (varies between states)
- certification in a trade or working towards one may be required for some roles. Some employers offer traineeships/apprenticeships, particularly in food preparation and maintenance.
- current Australian driver's licence (sometimes LR licence) are required for drivers.