

Position Description

Cleaner / Night-Watch Person



Key Position Information

Department:	Maritime Operations
Reports To:	Marine Operations Manager
Direct reports:	Nil
Expected Hours of Employment:	Full Time Night Shift (7pm-7am), working a 7 days on / 7 days off roster
Primary Location:	Queenscliff Ferry Terminal 1 Wharf Street East, Queenscliff, Victoria

Organisational Context

Searoad Ferries employs more than 200 people and moves more than one million customers each year, connecting people and places through excellent experiences that traverse the tourism, hospitality, passenger transport and maritime industries. We've been operating the iconic Queenscliff-Sorrento car and passenger service since 1987. Our bus tour company Explore Australia / Naturaliste Tours connects customers to amazing tourism and wildlife experiences across Victoria. We also operate Western Port Ferries' services connecting Crib Point to French Island and Phillip Island in Western Port Bay, and Wanderer Adventures-Wilsons Promontory Cruises, located in the pristine environment of Wilsons Promontory National Park.

The Cleaner / Night-watch Person plays a key role in ensuring the image of the company is reflected in the cleanliness of the vessels and terminals, along with keeping watch over the Queenscliff Terminal and berthed vessels. Working autonomously overnight, this role is a vital part of the maritime operations team, safeguarding multi-million-dollar assets and ensuring facilities are pristine for morning service.

Position Purpose

Reporting to the Marine Operations Manager, this position ensures that Searoad Ferries' vessels and terminals are clean, tidy, and safe, while providing vigilant monitoring of maritime assets, facilities, and vessel integrity during night hours.

Role Expectations

Key Results Area/Weighting	Outcomes and Standards of Performance
Safety & Compliance 25%	• Maintain vigilant security and safety patrolling of vessels and terminal grounds overnight • Strictly adhere to all Company safety, WHS, and Lone Worker emergency protocols • Actively participate in mandatory periodic safety check-ins throughout the shift • Promptly report and log any security breaches, safety incidents, or hazards • Maintain total freedom for any influencing substances during duties.
Cleanliness & Presentation 40%	• Ensure vessels, passenger areas, and terminals are clean, hygienic, and presentable • Perform daily cleaning of floors, surfaces, windows, lounges, toilets, crew areas, and café zones • Complete all cleaning tasks to Company standards before morning vessel operations commence • Identify and note areas requiring specialised maintenance or improvement.
Infrastructure & Asset Care 15%	• Monitor infrastructure, security alarms, shore power connections, and vessel bilge status • Inspect mooring lines regularly, accounting for changing tidal and weather conditions at Queenscliff • Report and escalate any immediate maritime maintenance, asset damage, or safety concerns • Ensure all shore-based and vessel equipment used is safely stored and locked overnight.
People & Culture 10%	• Maintain positive, professional, and clear communication (logs/handovers) with morning crew and management • Provide support, clean handovers, and reliable cooperation to colleagues transitioning to morning operations • Participate in team toolboxes and safety briefings as required.
Effective Resource Management 10%	• Ensure efficient and safe use of cleaning materials, consumables, and chemicals according to SDS • Follow company procedures for correct waste disposal, recycling, and stocking of supplies • Monitor inventory levels of cleaning supplies and report shortages proactively.
Customer Experience 5%	• Contribute to overall customer satisfaction by delivering a spotless, welcoming, and safe environment for the first morning sailing. • Assist in upholding the positive premium image of the company at all terminal and vessel touchpoints.

Key Relationships

Internal	Marine Operations Manager Admin Officer – Marine Operations Masters Mates Engineers GPHs Technical Manager Facilities Team.
External	Fuel Distributors Contractors

Required Credentials

Qualifications and Experience	Essential Proven commercial cleaning experience Knowledge of commercial cleaning techniques, machinery, and chemical handling (SDS) Willingness to obtain and maintain a National Police Check, and current First Aid / CPR certifications Demonstrated experience working independently, ideally on night shifts, or in sole operator roles. Desirable Experience working in a maritime, port, or large transport terminal environment Formal qualification in Asset Maintenance (Cleaning Operations) or Security Operations A working knowledge of the passenger transport or tourism industries.
Knowledge and Skills	Essential High attention to detail and a disciplined ability to follow operational checklists Physically fit and able to perform manual cleaning tasks and safely navigate vessels (gangways, steep stairs) at night Clear awareness of safety, WHS, lone-worker safety, and asset security procedures Competent written and verbal communication skills for maintaining shift logs and incident reporting Strong organisational and time management skills to manage a nightly cleaning schedule independently Desirable Basic understanding of maritime terminology (mooring lines, bilges, vessel security zones) Experience dealing calmly with unexpected situations or unauthorised trespassers
Qualities	Essential Demonstrated ability to work autonomously, exercise professional discretion, and maintain situational awareness Highly self-motivated, reliable, and punctual with a strong sense of personal responsibility High level of personal integrity and respect for company assets and confidentiality Proactive and can-do attitude with commitment to maintaining safe work spaces Calm under pressure, facing lone-work challenges with a practical, problem-solving mindset Physically and mentally resilient to the demands of ongoing night-shift work.

Main Duties:

- Clean all internal and external areas of vessels, passenger lounges, crew spaces, toilets, café service zones, and the terminal building each night
- Ensure vessels and terminal facilities are fully prepared, detailed, and hygienic for early morning passenger service
- Conduct regular security and safety patrols of the Queenscliff terminal grounds and berthed vessels to deter unauthorised entry or irregular activity
- Regularly inspect vessel mooring lines, fender alignments, and shore power connections, adapting to tidal changes
- Monitor vessel and facility alarms (including basic bilge and fire system indicators) and escalate anomalies to the on-call team
- Empty, wash, and re-line rubbish and recycling bins across all facilities in line with company waste procedures
- Complete a comprehensive nightly shift log documenting tasks completed, safety check-ins, and asset status
- Report any maintenance defects, safety hazards, or security incidents immediately to management.

Other Duties:

- Support company initiatives, safety drills, or targeted deep-cleaning projects related to safety, cleanliness, or operational efficiency.

It is not the intention of this position description to limit the scope of accountabilities of the position, but to highlight the most important aspects of the role. The accountabilities described within may be altered in accordance with changing business or operational requirements.