



Cultivate Clean ✨

Where attention meets intention

Position Description

Training & Quality Lead

Reports to	Business Owner
Location	Primarily field-based in clients' homes across Cultivate Clean's service area, with some work completed from home or remotely. As Cultivate Clean grows, some non-field responsibilities may be based from a future office or operations hub.
Award and rate	Permanent Part-Time 16–20 hours per week \$38–\$42 per hour + super, depending on experience
Updated	20 th July 2026

Role Purpose

The role combines hands-on residential cleaning with responsibility for training and developing new team members, leading and supporting Initial Cleans, conducting quality control, coaching existing team members, and developing the systems, resources and standards that enable our team to perform at their best.

This is not simply a role delivering an established training program. The Training & Quality Lead will play an important part in **building the way Cultivate Clean trains**, bringing initiative, judgement and experience while deeply understanding and protecting the values and standards that make Cultivate Clean distinctive.

The role is expected to remain connected to service delivery through regular hands-on cleaning, particularly Initial Cleans and training shifts. Initially, approximately half of the role may involve productive field work, with the balance focused on training, quality, coaching and developing the Cultivate Clean Method.

Direct employment and HR management responsibilities currently remain with the Business Owner. The Training & Quality Lead will, however, provide important input into employee probation, performance, development and progression based on training outcomes, quality results and direct field observation.

Core Responsibilities

1. Cleaning Delivery, Standards & Culture

- Deliver exceptional residential cleaning in accordance with the Cultivate Clean Method and quality standards.
- Model excellent attention to detail, appropriate pace, efficiency and professional judgement in clients' homes.
- Use Cultivate Clean products, equipment and systems correctly, safely and efficiently.
- Live and model Cultivate Clean's values, bringing genuine joy, service, care, respect and pride to the work.
- Act as a positive cultural role model, creating an enjoyable working environment while maintaining clear expectations, professional boundaries and high standards.
- Model professional presentation, communication and safe work practices at all times.

2. Training & Employee Development

- Lead the practical, in-field training and development of new Cleaning Technicians, working alongside them from their initial training shifts through to confident, independent work.
- Teach the Cultivate Clean Method, including cleaning techniques, workflow, quality standards, product and equipment use, and expected pace.
- Prioritise strong technique and quality progressively developing speed and efficiency.
- Provide clear, timely and constructive feedback, coaching and retraining to new and existing team members.
- Assess employee competency and readiness and provide the Business Owner with input into probation, performance and progression.

3. Quality Control & Continuous Improvement

- Conduct scheduled and spot quality checks using Cultivate Clean's QC framework.
- Identify patterns, recurring quality issues and training needs, addressing concerns before poor habits become established.
- Provide targeted coaching and corrective guidance where standards are not met.
- Use QC findings, client feedback and field observations to continually improve team capability and service consistency.
- Help develop a culture of accountability, self-assessment and continuous improvement.

4. Initial Cleans & Service Excellence

- Lead and support Initial Cleans alongside Cleaning Technicians, helping establish the Cultivate Clean standard in new client homes.
- Ensure Initial Cleans deliver an exceptional first experience and create a strong foundation for ongoing service.
- Identify client-specific cleaning challenges and considerations that may affect ongoing delivery.
- Use Initial Cleans as opportunities to coach team members, observe performance and remain closely connected to field operations.

5. The Cultivate Clean Method & Training Systems

- Work closely with the Business Owner to capture, build and continually refine the Cultivate Clean Method.
- Help translate Cultivate Clean's values, service philosophy and quality standards into a structured, scalable training approach.
- Develop and improve practical training resources, SOPs, checklists, workflows, competency assessments and visual resources.
- Identify opportunities to improve cleaning methods, efficiency and productivity without compromising quality.
- Use learnings from training, QC and field delivery to continually strengthen how Cultivate Clean trains and develops its team.

Capability Expectations

- Exceptional attention to detail, with high personal standards and genuine pride in delivering exceptional work.
- A naturally joyful, energetic, positive, and empathetic person who brings warmth to others and approaches clients, their homes and individual circumstances with compassion, discretion and without judgement.
- A genuine service mindset and desire to make others' lives better — whether caring for a client and their home or helping a team member learn, grow and succeed.
- A natural ability to coach and bring out the best in others, providing clear and constructive feedback while maintaining positive relationships, professional boundaries and high standards.
- Strong initiative and a proactive, solutions-focused mindset, with enthusiasm for building and improving systems rather than simply following established processes.
- Strong written communication and digital literacy, with the ability to develop clear, practical and engaging training materials, procedures and learning resources.
- Sound judgement and adaptability, with the ability to balance hands-on field work with training, quality and continuous improvement responsibilities.
- Strong problem-solving and decision-making skills, with the confidence to use initiative, exercise sound judgement and work effectively unsupervised.

Authority & Scope

This role:

- ✓ Has authority to direct and correct cleaning and quality standards in the field
- ✓ Leads in-field training, coaching and quality control activities
- ✓ Has autonomy to develop and improve training resources, processes and learning materials in collaboration with the Business Owner
- ✓ Identifies and implements appropriate coaching or retraining where quality or capability gaps are identified
- ✓ Provides input and recommendations regarding employee competency, probation, performance, development and progression
- ✓ Uses professional judgement and initiative to make day-to-day decisions within the scope of the role

This role does not:

- ✗ Approve leave or manage employee scheduling
- ✗ Conduct formal performance reviews or disciplinary processes
- ✗ Issue formal disciplinary warnings
- ✗ Make final decisions regarding pay, employment or termination
- ✗ Independently manage client complaints or broader client relationships

Employment Structure

- Permanent part-time. Between 16–20 hours per week across 3–4 regular agreed days, with flexibility to structure hours around school hours and include a combination of full and shorter days.
- Specific working days and hours will be agreed with the successful candidate prior to commencement. Training shifts may be required to be performed on specific days in the first month.
- The role combines hands-on cleaning and Initial Cleans with in-field training and coaching, quality control, and training resource development.
- Subject to a probation period as outlined in the employment contract.

Measures of Success

- Consistently high cleaning standards and positive client experiences across the team.
- New Cleaning Technicians reaching confident, independent working standards efficiently and successfully.
- Reduced re-cleans and quality complaints, with quality issues identified and addressed early.
- Measurable improvement in team capability, consistency and efficiency without compromising quality.
- Clear, practical and scalable Cultivate Clean training systems and resources developed and continually improved.
- Clear and timely communication around quality, training and team development needs.
- A positive contribution to team culture, with Cultivate Clean's values consistently modelled and reinforced.