

Position Description

Position title:	Housekeeping Attendant	Team:	Housekeeping
Division:	Auckland Unlimited	Reports to:	Housekeeping Manager
Department:	Events Operations	Direct reports:	Nil
Unit:	Arts, Entertainment & Events	Indirect reports:	Nil



**Our commitment
to te ao Māori**

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You help lead and implement the directorate's Māori Outcomes. You support and promote the development of staff understanding and capability in te reo Māori, tikanga Māori, te ao Māori and te Tiriti o Waitangi so everyone can contribute the delivery of Māori Outcomes for and with Māori.



Role Purpose

The key purpose of this role

Contributes to event operations to support the overall delivery of events.

To complete a variety of cleaning tasks for all buildings, assets, and events, as allocated by the Housekeeping Supervisor or Manager, under the management of Arts, Entertainment and Events.



**Key
responsibilities**


Housekeeping

- Complete all cleaning related tasks and duties as allocated by the Housekeeping Supervisor or Manager.
- Check, maintain and clean all areas within the Arts, Entertainment and Events venues.
- Clean and maintain building assets as instructed by the Housekeeping Supervisor or Manager.
- Responsible for the storerooms and equipment, ensuring all are well maintained and cleaned at the end of shift and to report any repairs required to Housekeeping Supervisor.
- All equipment and chemicals are used safely and as directed.
- All work areas are clean.
- Answer any queries and requests in a polite, helpful, and customer-oriented manner.
- Efficient and courteous always to patrons and fellow employees alike.
- Ensure attendance at all training sessions.
- Contribute to the annual training plans for Housekeeping by highlighting any training needs.
- To assist with training of fellow team members when required.
- Is fully aware of his/her cleaning schedule and ensures adequate notice is given with the circumstances when he/she is prevented from adhering to the schedule.
- Read and understand event schedules and what tasks have been assigned for the day.

Communication and key relationships

- Maintain positive and collaborative working relationships internally and externally.
- Ensure effective communication is provided to internal and external customers.


	<p>Organisational obligations</p> <ul style="list-style-type: none"> Action the organisation's good employer obligations and equal employment bicultural policies and practices. As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function. Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures. Promote activities and initiatives that assist the organisation achieve its vision and mission. Promote one-organisation initiatives and action these service characteristics. As an employee of the organisation, you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct.
 <p>Outcomes</p>	<ul style="list-style-type: none"> All cleaning related tasks and duties are completed to or above required standards All internal and external customer expectations are met or exceeded, and complaints are minimised. All work areas and equipment are cleaned and stocked ready for the next shift to use. The cleaning requirements within the housekeeping department are understood. Fully prepared for assigned events. Positive working relationships are maintained and developed. Appropriate and relevant communications are channelled to all affected parties. Auckland Unlimited meets its obligations as an employer. Auckland Unlimited reputation is enhanced within the community. Health and safety requirements upheld.
 <p>Key skills</p>	<ul style="list-style-type: none"> Keen interest in the cleaning and/or hospitality industry. Demonstrate good hygiene and grooming practices. Ability to perform well under pressure and enjoys working in a team environment. Demonstrate honesty in all work carried out. A high degree of accuracy and attention to detail. The ability to manage multiple tasks simultaneously and prioritise these that are most urgent. The ability to manage and build relationships with staff of any age and background.
 <p>Job requirements</p>	<p>Qualifications</p> <ul style="list-style-type: none"> No formal qualifications required. <p>Experience</p> <ul style="list-style-type: none"> Previous experience in a similar role within the cleaning / hospitality industry of no less than 6 months.
 <p>Leadership Capability</p>	N/A

 Key Relationships	Internal <ul style="list-style-type: none"> • All staff / directorates as required • All staff across departments and Business units across Auckland Unlimited. 	External <ul style="list-style-type: none"> • All staff / directorates as required • Visitors and Clients
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Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	Version date:
David Bavage Head of Visitor Experience	2 nd November 2021

 Job framework	Job function:	Job family:	Job:	DFA Budgeted: <ul style="list-style-type: none"> • Opex: • Capex: Unbudgeted: <ul style="list-style-type: none"> • Opex: • Capex: