

### POSITION DETAILS

<b>TITLE</b>	Holiday Park Housekeeper
<b>REPORTS TO</b>	Customer Experience Supervisor
<b>LOCATION</b>	Whakatāne Holiday Park
<b>DATE</b>	November 2023
<b>DIRECT REPORTS</b>	- Nil
<b>FINANCIAL DELEGATION</b>	- Nil

### PURPOSE OF POSITION

To ensure the Holiday Park is presented to the highest standard of cleanliness at all times so our customers have an enjoyable experience

### KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
<b>VALUES</b>	The best interest of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
<b>HOUSEKEEPING</b>	<ul style="list-style-type: none"> <li>• Clean and sanitise all Cabins / Units / Communal areas</li> <li>• Vacuum / mop all floors</li> <li>• Changes all linen and make beds</li> <li>• Clean and sanitise kitchen cupboards, appliances, benchtops, sinks &amp; replenish stock</li> <li>• Clean and sanitise bathrooms showers, toilets, cupboards, sinks &amp; replenish stock</li> <li>• Replace all bathroom linen.</li> <li>• Empty rubbish</li> <li>• Clean outdoor furniture &amp; ashtrays.</li> <li>• Protect all equipment and notify any damages, defects or inadequacies</li> </ul>
<b>RELATIONSHIP MANAGEMENT</b>	<p>Effectively manage and maintain internal relationships.</p> <p>Ensure key stakeholders and customers receive high quality responses in a timely manner that consistently reflect Council's objectives.</p> <p>Develop and manage relationships with key stakeholders to ensure consultation with interested groups and parties is professionally managed and promotes proactive, positive relationships.</p> <p>Ensure cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.</p>

<b>HEALTH, SAFETY AND WELLBEING</b>	<p>Understand and implement Council's documentation and procedures to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Accurately report all work-related hazards, incidents and accidents and implement follow up corrective actions, as required.</p> <p>Provide support, as required, to the Senior Health, Safety and Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Attend and complete Health and Safety training ensuring certification, as required, is current.</p> <p>Undertake active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
<b>ADDITIONAL DUTIES</b>	<p>Assist with Emergency events as instructed, attending relevant training as required.</p> <p>Complete other duties that may be required, as appropriate.</p>

### KEY RELATIONSHIPS

EXTERNAL	INTERNAL	COMMITTEES/GROUPS
<ul style="list-style-type: none"> <li>Public</li> <li>Guests</li> <li>Service providers</li> </ul>	<ul style="list-style-type: none"> <li>Council Elected members</li> <li>All staff</li> </ul>	<ul style="list-style-type: none"> <li>Standing Committees of Council</li> <li>Community Boards</li> <li>Advisory Boards</li> </ul>

### PERSON SPECIFICATION

<b>QUALIFICATIONS AND PROFESSIONAL MEMBERSHIP</b>	NA
<b>EXPERIENCE</b>	No experience necessary

<b>KNOWLEDGE, SKILLS AND ATTRIBUTES</b>	<p>Can work independently</p> <p>Excellent attention to detail</p> <p>Takes pride in their work</p> <p>Is security conscious</p> <p>Highly developed interpersonal skills</p> <p>Contributes positively to team dynamics</p> <p>Excellent time management</p>
<b>OVERALL</b>	<p>Participates in Emergency Management as required</p> <p>Willing to work overtime and weekends should this be required.</p> <p>Full clean current drivers licence.</p>

I, \_\_\_\_\_ agree and accept the duties and responsibilities captured in this position description.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

# OUR VISION AND VALUES

*Tō tātau matakite  
me ngā wāriutanga*

OUR VISION *Ngā matakite*

 **Better Together**  
**Toitū te Kotahitanga**

WHAKATĀUKI

Hūtia te rito o te harakeke,  
kei hea te kōmako e kō, kī mai ki ahau.  
He aha te mea nui o te ao, māku e kī atu,  
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where  
will the bellbird sing? If you ask me what is the  
most important thing in the world  
I will tell you, it is people, it is people, it is people.*

**We put people at the  
heart of everything we do**  
**Toitū te Tangata!**

- We value relationships
- We think of others
- We listen to understand
- We value our differences

**We work as one team**  
**Toitū te Mahi Tahi!**

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

**We are always learning  
and improving**  
**Toitū te Taumata!**

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

**We care about  
our environment**  
**Toitū te Taiao!**

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

**We are passionate  
and proud**  
**Toitū te Mauri Ora!**

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together