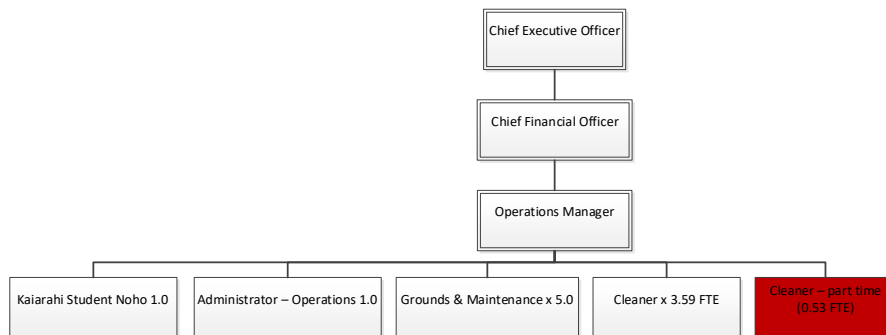


## Job Description

<b>Position Title</b>	Cleaner	<b>Team/ School:</b>	Operations Department Corporate Registry
<b>Position Holder</b>		<b>Date</b>	October 2024
<b>Reports to</b>	Operations Manager	<b>Location</b>	Whakatāne
<b>Agreed By (Please Sign)</b>	Position Holder		
	Manager/Team Leader		Date
	HR Manager		Date



### STATEMENT

#### The Wānanga:

- is firmly committed to the principle of equal opportunity for all and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.
- provides a supportive, safe, and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

### PURPOSE OF POSITION

The purpose of this position is to assist the Operations Department meet its operational plan to maintain safe, clean, and secure facilities and buildings. This position will be responsible for maintaining facilities in a clean and hygienic state.

The hours of work for this permanent part time cleaner position are 4 hours per day (negotiable start and finish times between 4am and 12pm), 20 hours per week, Friday – Tuesday. Additional rostered hours to cover for other team members on approved leave are also available during weekdays Monday – Friday.

## DIMENSIONS AND AUTHORITY

**Staff** Nil

**Financial:** Nil

## RELATIONSHIPS

### Internal:

- Operations Staff
- Campus Management

### External:

## KEY RESULTS AREAS

The role of the Cleaner encompasses the following major functions or Key Result Areas:

1. Cleaning
2. Security
3. Team and Personal Effectiveness
4. Other Corporate Activities
5. General Requirements of Staff

Key Result Areas	
What am I meant to do?	How do I know I'm successful?
<p><b>KRA 1: Cleaning</b></p> <ul style="list-style-type: none"> <li>• Daily cleaning functions are completed according to internal cleaning procedures and standards.</li> </ul> <p><u>All Main Areas</u></p> <p>Full vacuum throughout main public/student areas. All hard surfaces micro fibre mopping. Spot clean internal glass and walls. Skirting boards are free of dust always. Empty bins.</p> <p><u>Offices</u></p> <p>Vacuum all offices. Dust all fixtures and fittings. Clean desktops when required. Empty all bins.</p> <p><u>Toilet Amenities</u> (including showers)</p> <p>Vacuum and damp mop floors using micro fibre mops. Handbasins and mirrors cleaned. Damp wipe all pipes and fittings. Empty bins (spray &amp; wipe if necessary). Toilet brus containers wiped with the brushes cleaned after use and soaked in disinfectant. Replenish toilet paper and soap as necessary.</p>	<ul style="list-style-type: none"> <li>• Work is completed on time and to required standards.</li> <li>• Toilets are cleaned inside and out, and toilet floors are mopped.</li> <li>• Classroom desks and tables are cleaned.</li> <li>• Classroom chairs and tables are straightened.</li> <li>• Classroom floors are vacuumed.</li> <li>• Bins are emptied and bin liners replaced.</li> <li>• Carpet floors are vacuumed, varnished floors and lino floors are mopped and dried.</li> <li>• Hand basins and mirrors are cleaned.</li> <li>• Inside of windows are cleaned.</li> <li>• Showers are cleaned if they have been used.</li> <li>• Window ledges are cleaned.</li> <li>• Area is checked for any other cleaning that may be required i.e. cobwebs.</li> <li>• Dust and polish as required.</li> <li>• Clean accommodation rooms including bed change.</li> </ul>

<ul style="list-style-type: none"> <li>Weekly cleaning functions are completed according to internal cleaning procedures and standards. Full shower clean. Window ledges cleaned of dust and dirt. Dust and polish where necessary.</li> <li>Notification of damage.</li> <li>Access, operate, and secure equipment as required.</li> <li>Laundry</li> </ul>	<ul style="list-style-type: none"> <li>Reports damage to the Operations Manager/Operations Administrator on the day damage is observed.</li> <li>Able to operate equipment effectively.</li> <li>Compliance with Health and Safety operating procedures for relevant specialised equipment use.</li> <li>Complies with guidelines for personal hygiene protection.</li> <li>Reports equipment damage/maintenance/replacement requirements to Manager/Operations Administrator on day observed.</li> <li>Daily - wash bed linen, press and fold (Accommodation and Noho Centres)</li> </ul>
<p><b>KRA 2: Security</b></p> <ul style="list-style-type: none"> <li>Actions lock down procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Knows the lock down procedures and actions each day.</li> <li>Enters and leaves all buildings safe and secure in accordance with Campus Management procedures.</li> <li>Reports any security issues to Manager/Operations Administrator on the day observed.</li> </ul>
<p><b>KRA 3: Team and Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>Provides relief to team members as required.</li> <li>Fosters good communication.</li> <li>Contributes to continuous improvement initiatives.</li> <li>Continual updating of knowledge and skills relating to technology, administrative systems, and other aspects of the position.</li> </ul>	<ul style="list-style-type: none"> <li>Team is supported as required.</li> <li>Feedback evidences good communication is fostered with the team and other staff members.</li> <li>Work processes are updated on an annual basis.</li> <li>Professional development and training is undertaken as required.</li> </ul>
<p><b>KRA 4. Other corporate activities</b></p> <ul style="list-style-type: none"> <li>Comply with all legal and Awanuiārangi requirements for records management.</li> <li>Undertake any other duties as may be required by the Operations Manager.</li> <li>Participates in Awanuiārangi events as required.</li> </ul>	<ul style="list-style-type: none"> <li>All legal and Awanuiārangi requirements are complied with in respect of the administration and management of all Awanuiārangi records.</li> <li>Demonstrated flexibility and willingness to assist with other duties as required.</li> <li>Evidenced by observation.</li> </ul>

### 5. General Requirements of all Wānanga Employees

- Possess a student-centric work ethic. Actively seek to provide the best possible service to our students;
- Promote the Wānanga as a positive and dynamic learning environment;
- Commit to providing quality education;
- Strive for high student retention and success;
- Ensure your own safety and the safety of others while at work;
- Understand hazard management and identify them in the context of your work environment;
- Meet your obligations under the Health and Safety at Work Act 2015 by;
  - Being responsible for maintaining a safe and healthy workplace
  - Following health and safety rules, policies and procedures,
  - Reporting accidents, injuries and unsafe equipment, practices or conditions
  - Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.
- Be culturally aware;
- Participate in the Wānanga appraisal process;
- Improve and develop yourself through training and professional development opportunities;
- Undertake any other key duties as agreed with your Manager.

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

## Person Specification

Technical/Professional Qualification	
Essential	Desirable
Experience	
<ul style="list-style-type: none"> <li>• Commercial cleaning experience at least two years.</li> </ul>	
Skills/Knowledge	
<ul style="list-style-type: none"> <li>• Have a knowledge of cleaning chemicals their identification, safe use, and storage.</li> <li>• Have the good general level of physical fitness. (Able to use heavy cleaning equipment).</li> <li>• Effective time management skills.</li> <li>• Able to work unsupervised, and as part of a team.</li> <li>• Understanding of cultural needs and Tikanga Māori in the context of a cleaning/support role.</li> <li>• Clean and tidy work habits.</li> <li>• Honest and reliable.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Tikanga Māori in the context of an education/learning environment.</li> </ul>

Competencies	Looks Like
<p><b>Work Standards</b></p> <p>Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.</p>	<ul style="list-style-type: none"> <li>• Sets high performance standards</li> <li>• Emphasises high standards to others</li> <li>• Shows pride when standards are met</li> <li>• Shows dissatisfaction with substandard performance</li> </ul>
<p><b>Attention to Detail</b></p> <p>Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.</p>	<ul style="list-style-type: none"> <li>• Clarifies details of tasks</li> <li>• Completes all details</li> <li>• Checks outputs for accuracy and completeness</li> <li>• Follows established procedures</li> <li>• Maintain checklist to cover details.</li> </ul>
<p><b>Technical/Professional Knowledge</b></p> <p>Having achieved a satisfactory level of technical skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.</p>	<ul style="list-style-type: none"> <li>• Understands technical terminology and developments</li> <li>• Knows how to apply a technical skill or procedure</li> <li>• Knows when to apply a technical skill or procedure</li> <li>• Performs complex tasks in area of expertise.</li> </ul>
<p><b>Teamwork/Collaboration</b></p> <p>Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.</p>	<ul style="list-style-type: none"> <li>• Contributes to team development, shares ideas and achievement of results</li> <li>• Clarifies roles and responsibilities, and priorities</li> <li>• Looks to help others</li> <li>• Supports team decisions and shares accountability within the team</li> <li>• Works co-operatively and exchanges information freely.</li> </ul>

## TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES;

### VISION

*Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiia ngā kete a ngā uri o Awanuiārangī me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.*

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangī and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

### MISSION

*Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.*

*Parau ana tēnei ara whaingā, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.*

*Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangī.*

### **Haere mai... Me haere tahi tāua.**

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

*Thus, we can stand proudly together with all people of the world.* This is in part the dream and vision of Te Whare Wānanga o Awanuiārangī.

### VALUES

**Manaakitanga:** To respect and care for students, our manuhiri, our communities and each other.

**Whanaungatanga:** To value all relationships and the kinship connections with our students, our communities and each other.

**Kaitiakitanga:** To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

**Pūmautanga:** To commit to excellence and continuous improvement in everything we do.

**Tumu whakaara:** To inspire and ethically lead through example and outstanding practice.

## BACKGROUND

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Te Whare Wānanga o Awanuiārangi offers the highest standards of tertiary education from certificate to doctorate levels, including programmes for international scholars of indigenous studies. Our vision is to promote, grow and sustain Māori language, knowledge, and culture, according to tikanga Māori practice.

Operations are currently based at two main campus sites in Whakatāne, and Tāmaki Makaurau (*Auckland*) We currently operate from smaller (satellite) sites in Northland, and Wairoa with plans to expand the number of satellite sites in other areas in the future. We also deliver on marae across the country, online, and for some corporate clients' programmes are delivered at their workplace.

### Corporate Registry

- The Operations team is primarily based at the Whakatāne campus and is required to support operational functions at our two main campus sites in Whakatāne and Tāmaki Makaurau, at satellite sites in Wairoa and other locations, and at Wānanga events.
- There is a Site Manager and Site Administrator located at our Tāmaki Makaurau campus site who also support operational functions. From time to time Whakatāne based Operations staff may be required to travel to Tāmaki Makaurau to provide additional operations support there and at other satellite sites and Wānanga events as required.
- The Operations team purpose is to keep our Wānanga SAFE, CLEAN, and LOOKING GOOD.