

STUDENT ACCOMMODATION ASSISTANT

Function:	Student Accommodation
Reports to:	Student Accommodation Manager
Location:	Hawke's Bay Student Village, with some travel to other local accommodation as required
Arrangement:	Permanent Part Time
Date:	October 2026

Pūtake | Purpose

To assist with the day-to-day operation of EIT Student Accommodation, with a strong focus on housekeeping, cleanliness and presentation of accommodation, while also providing practical, administrative and resident support.

Ngā Whanaungatanga | Working Relationships

Internal:	Accommodation Team, Facilities, Student Support Staff, Health and Safety
External:	Contractors

Mana Whakahaere | Resource Delegations

Financial:	Not applicable
People:	Not applicable

Kawenga Mahi | Accountabilities

- Undertake regular, hands-on housekeeping and cleaning as a core responsibility of the role, ensuring Student Accommodation is clean, hygienic, safe and welcoming.
- Clean and prepare bedrooms and shared accommodation areas for new arrivals and complete room turnarounds following departures.
- Ensure rooms are appropriately furnished, equipped and presented, and maintain housekeeping supplies.
- Monitor accommodation standards through regular inspections and support residents to meet their responsibilities for keeping bedrooms and shared areas clean and tidy.
- Identify minor maintenance, damage, health and safety, and property issues, and lodge and track maintenance requests using EIT systems.
- Undertake minor maintenance as required and monitor contractors to ensure expected services are completed.

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Refer to the [QMS](#) for the latest version.

- Participate in the Student Accommodation out-of-hours on-call roster, generally one weekend in every three, responding to resident issues and emergencies in accordance with agreed procedures.
- Provide reasonable cover for other Student Accommodation team members as required.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

- Experience in housekeeping, cleaning, accommodation, hospitality or a similar hands-on role.
- Willing and physically able to undertake regular cleaning, housekeeping, lifting and room preparation.
- Practical, organised and reliable, with good attention to detail.
- Good communication and customer service skills, with the ability to work positively with people from diverse backgrounds.
- Good computer skills and confidence using digital systems.
- Full NZ Driver's Licence.
- Administration, accommodation or practical facilities experience is desirable.
- Knowledge of the Pastoral Care Code relating to student accommodation is desirable.
- Commitment to Te Tiriti o Waitangi, equity, and the use of te reo Māori and tikanga Māori in the workplace.
- Promote a supportive and inclusive accommodation community, monitor resident wellbeing, and report or escalate any concerns to the Student Accommodation team.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.

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- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the ora of others to remain resilient in times of change.

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