

Housekeeper

Kaupapa | Purpose

To maintain a high level of cleanliness and tidiness within the Rotorua Thermal Holiday Park.

Reports to: Housekeeping Supervisor

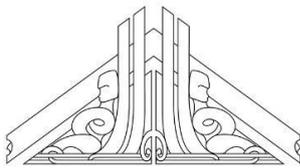
Team: Toi Ohomai Institute of Technology

Location: Rotorua Thermal Holiday Park, Rotorua

Remuneration: TBC

Date: December 2025

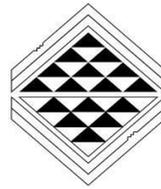
Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values



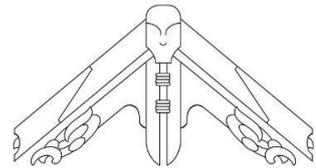
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Ngā mahi | Do

Key competencies:

Cleaning Holiday Park Cabins

- Daily servicing of cabins as per service list
- Cleaning of cabins as per cleaning list – this includes in each unit:
 - Change linen on beds,
 - Clean fridges, microwaves, showers, toilets, vanities, kitchens, etc
 - Vacuum, sweep or mop floors
 - Dust when necessary
 - Check equipment and contents of units are complete
 - Check outside appearance of unit
 - Remove rubbish from rooms and sort in appropriate bins
 - Arrange furniture in room if necessary as per preferred layout
 - Clean or polish other surfaces, table, TV's
 - Return all dirty laundry to office for washing and pick up
 - Ensure cleaners trolley is left clean and tidy with all bottles filled for next use

- Ensure Cleaners room is kept clean and tidy
- Make up Log Cabins as required
- Liaise with office staff for any further duties
- Ensure any damages, lost property, concerns are noted on cleaning list and brought to the attention of office staff
- Additional cleaning, such as spring cleaning, curtains, windows, carpet cleaning etc as required.
- Pick up any rubbish on grounds or building surrounds as necessary
- Any additional tasks not listed above

Expected Outcomes:

- The cabins are serviced and cleaned in accordance with the cleaning/service list
- Cabins are cleaned to managers level of satisfactory
- Work is completed in a timely manner
- Any lost property is processed accordingly
- Client reviews are positive for the cleanliness of the Holiday Park

Cleanliness of Ablutions blocks and Kitchens

- Check kitchens are clean and presentable
- Floor swept and mopped daily
- Check fridges, freezers and appliances for cleanliness, left over/unwanted food etc
- Ensure posters and brochures are presented tidily
- Check all surfaces for dust, clean windows or walls where necessary
- Any additional tasks not listed above

Expected outcomes:

- The common areas are serviced and cleaned in accordance with the cleaning/service list
- Common areas are cleaned to managers level of satisfactory
- Work is completed in a timely manner
- Any lost property is processed accordingly
- Client reviews are positive for the cleanliness of the Holiday Park

Maintenance of Laundry, Showers and Toilets

- Check machines are clean and in a good working condition
- Check floors and walls, sweep or wash where necessary
- Check rubbish bins and empty as needed
- Clean showers daily and wipe dry
- Clean toilets and urinals
- Check floors - sweep, mop or hose as appropriate
- Wash shower curtains at regular intervals
- Ensure roller towels and rubbish bins are changed regularly
- Wipe benches and mirrors
- Any additional tasks not listed above.

Expected Outcomes:

- The common areas are serviced and cleaned in accordance with the cleaning/service list
- Common areas are cleaned to managers level of satisfaction
- Work is completed in a timely manner
- Any lost property is processed accordingly
- Client reviews are positive for the cleanliness of the Holiday Park

General upkeep of the Holiday Park

- Ensure surrounds of ablution blocks and BBQ areas are tidy and presentable.
- Return any rags and towels to the office for washing
- Report any damages or missing equipment to office staff.
- Report any hazardous situations
- Report any stock that may need replacing or reordering

- Periodically carry out extra cleaning such as windows, ceilings, defrost freezers etc
- Vacuum, dust, tidy office area as required
- Any additional cleaning as required.
- Assist the Grounds keeping team during their busy season with light duties.
- Any additional tasks not listed above.

Expected Outcomes:

- The common areas are serviced and cleaned in accordance with the cleaning/service list
- Common areas are cleaned to managers level of satisfactory
- Work is completed in a timely manner
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Safety, quality and continuous improvement

- Ensure compliance with policies and procedures, and the Health & Safety at work Act 2015.
- Seek to improve the quality of service to internal and external stakeholders.

Expected Outcomes:

- Incidents/accidents are reported per Toi Ohomai’s policies and procedures and timelines.
- Potential hazards are identified and reported appropriately minimising the risk to staff and students.
- Demonstrates commitment to ongoing personal, professional development through implementation and achievement of an annual Professional Development Plan.
- Opportunities to improve the effectiveness and quality of processes and customer services are identified.
- The PMF (Performance Management Framework) and QMS (Quality Management System) procedures and policies are observed and adhered to.
- Work priorities, personal workload and stress levels managed with the support of the line manager. This includes the taking of leave.

Note: The above Key Competencies are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

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 | Have

Qualifications:

Essential

- Restricted Drivers Licence

Desirable

- Full drivers licence

- First Aide training
- Health & Safety Certificate

Knowledge and experience:

Essential

- Cleaning experience

Desirable

- Hospitality/Hotel cleaning experience
- Cleaning Chemical experience

Skills and attributes:

Essential

- Friendly personality, good people skills, positive attitude
- Maturity and show responsibility
- Honest, reliable and punctual.
- Able to work independently and without supervision

Change to position descriptions

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākongā and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākongā and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal: Holiday Park Staff and Management and Toi Ohomai Facilities Staff and Management

External: Holiday Park Guests, Suppliers, Contractors and General Public

Resource delegations and responsibilities:

Financial: N/A

People: N/A