

POSITION DESCRIPTION

Position:	Town Custodian
Division:	Community Services
Location:	Queenstown
Reports to:	Supervisor Town Custodian
Date:	October 2020

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2020

² QLDC demand projections, July 2020

³ Draft QLDC Ten Year Plan 2021 - 2031

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The position of the Town Custodian is to effectively manage the cleanliness and presentation of the Town Centre CBD for residents and visitors. You will be responsible for day to day cleaning and presentation of the town centre and provide accurate and friendly advice to visitors.

KEY TASKS

Town Presentation

- Undertakes cleaning using appropriate methods and routines to achieve a high standard of presentation at all times in accordance with our Specifications
- Pruning and weeding of gardens where required

- Identifies issues, defects and resolving these via own efforts or reporting issues to the Supervisor. Promptly actions and reports Requests for Service
- Builds and maintains good relationships with retailers and property managers to enlist cooperation and support for the role.
- Provides an open and welcoming manner to visitors, provide a knowledgeable response to questions.
- Maintain a high level of personal presentation by wearing complete uniform provided and maintaining it in good condition.
- Pruning and weeding of gardens where required

Relationship Management

- Establish ongoing dialogues with internal customers ensuring delivery satisfaction and value-added service.
- Cultivate a professional and positive image for QLDC.

Corporate Responsibilities

- Be prepared if and when required to respond to Snow events and Civil Defence emergencies. Ensure responses to emergency situation are timely, willingly undertaken and professional at all times.
- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Operate machinery and cleaning equipment in a safe and appropriate manner.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct

KEY RELATIONSHIPS

Internal:

- Field Team Staff Town Custodian Supervisor
- Team Leader Field Team
- Parks & Reserves staff

External:

- Ratepayers
- Visitors
- Retailers
- Contractors

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management.

PERSON SPECIFICATION

Education/Experience

- High School Certificate (level 2 or above) NCEA.
- A current first aid certificate is desirable.
- Current full & clean New Zealand Drivers Licence. Class 1 NZ Drivers licence essential and Class 2 desirable and ability to drive a manual vehicle.
- Ability to gain a W endorsement or hold one.
- 2 years hands on experience in a service delivery role
- experience with operating machinery.

Essential Skills, Competencies and Personal Attributes

- Excellent interpersonal skills and the ability to establish and build upon working relationships effectively.
- Good level of health and fitness; role requires heavy lifting, physical activity
- Ability to operate specialist machinery such as a mechanical street sweeper and mechanical knowledge preferred.
- A good eye for detail.
- Growsafe Certificate desirable.
- Demonstrated ability to work within a team environment
- Excellent work ethic.
- A balanced and informed approach to problem solving, particularly in situations involving change, stress and conflict.
- A proactive, goal orientated and focused approach to the tasks and responsibilities associated with the role.
- Excellent communication and customer services skills.
- Ability to ask for direction or assistance if unsure.
- Ability to follow procedures and work programmes.
- Responsible, self starter able to work unsupervised and show initiative.
- Availability to work as required including weekends, public holidays and evenings.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
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Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Team working	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures

Competencies specific to the role:

<i>Problem Solving</i>	<i>Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.</i>
<i>Timely Decision Making</i>	<i>Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision</i>