



JOB DESCRIPTION	
Job Title Housekeeping Attendant (casual)	
Division Auckland Unlimited	Reports To Housekeeping Manager / Supervisor on shift
Department Auckland Live and Auckland Conventions, Venues & Events	Direct Reports Nil
Unit Visitor Experience	Indirect Reports Nil
Team Housekeeping	Location Auckland
<p>Key Purpose of Role</p> <p>The Housekeeping Attendant is responsible for completing a variety of cleaning tasks for all buildings, assets, and events, as allocated by the supervisor or manager, under the management of the Auckland Live and Auckland Conventions, Venues & Events.</p> <p>They provide a high standard of cleaning across all aspects of Auckland Live and Auckland Conventions, Venues & Events, with a strong attention to detail and a willing flexibility to make a difference to the experience our customers receive when visiting the Auckland Live and Conventions venues.</p> <p>It is a role that ensures we can achieve what our clients, audiences and visitors need from a cleaning and hygiene perspective to ensure they have confidence in utilising our venues.</p>	
Key Responsibilities	Expected Outcomes
<ul style="list-style-type: none"> • Complete all cleaning related tasks and duties as allocated by the Housekeeping Manager and Supervisor. • Check, maintain and clean all Auckland Live and Auckland Conventions, Venues & Events venues pre / during / and post events. • Clean and maintain building assets as instructed by Housekeeping Manager and Supervisor. 	<ul style="list-style-type: none"> • All cleaning-related tasks and duties are completed to or above required standards. • All internal and external customer expectations are met or exceeded, and complaints are minimised. • All work areas and equipment are cleaned and stocked ready for the next shift to use.



- Responsible for the storerooms and equipment, ensuring all are well maintained and cleaned at the end of shift and to report any repairs required to Housekeeping Supervisor.
- All equipment is used safely and as directed.
- All work areas are clean.
- Answer any queries and requests in a polite, helpful, and customer-oriented manner.
- Efficient and courteous always to patrons and fellow employees alike.
- Ensure attendance at all training sessions.
- Contribute to the annual training plans for Housekeeping by highlighting any training needs.
- Assist with training of fellow team members when required.
- Is fully aware of his/her cleaning schedule and ensures adequate notice is given with the circumstances when he/she is prevented from adhering to the schedule.
- Read and understand event schedules and what tasks have been assigned for the day.
- Complete day to day cleaning requirements as per the cleaning schedule of tasks.
- Assist management of Auckland Live and Auckland Conventions, Venues and Events and its key customers in achieving a clean and secure environment.
- Ensure levels of service for cleaning are met.
- Provide support to other areas of the organisation for specific activities as requested.
- Proactively approach areas that are not identified on the schedule and assist in improving the cleaning schedule.
- Maintain a knowledge of events and functions at Auckland Unlimited venues to assist in directing customers to their required location.
- Act as a customer experience champion for all visitors and guests at Auckland Unlimited venues.
- Act as a customer experience champion by recording any feedback received by customers during interactions.

- The cleaning requirements within the housekeeping department are understood.
- Fully prepared for assigned events.
- All venues that you are working at are always kept clean and hygienic.



<ul style="list-style-type: none"> • Adhere to the values of Auckland Unlimited and participate in being an active team member. • Ensure that all cleaning tasks are completed in an efficient and effective manner. • Ensure that personal presentation is maintained at the required level for event activities. • Adhere to all Auckland Unlimited and Council health and safety requirements. • Participate in other activities outside of the cleaning schedules that will assist with the overall presentation and appearance of Auckland Unlimited's venues. • Any other tasks as reasonably requested by the Customer Environment Manager or Facilities Manager • Proactively resolve areas that the individual may identify as not meeting our level of service for cleaning. • Ensure that both the right product and a safe approach meeting all health and safety requirements is considered every time. 	
<p>Communication and key relationships</p>	
<ul style="list-style-type: none"> • Maintain positive and collaborative working relationships internally and externally. • Ensure effective communication is provided to internal and external customers. 	
<p>Organisational obligations</p>	



<ul style="list-style-type: none"> • Action the organisation's good employer obligations and equal employment bi-cultural policies and practices. • As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function. • Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures. • Promote activities and initiatives that assist the organisation achieve its vision and mission. • Promote one-organisation initiatives and action these service characteristics. • Familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct. 	<ul style="list-style-type: none"> • Auckland Unlimited meets its obligations as an employer. • Auckland Unlimited's reputation is enhanced within the community. • Health and safety requirements upheld.
<p>Qualifications</p> <ul style="list-style-type: none"> • Mathematics – dealing with chemical quantities and dilution ratios. • English language – reading instructions on cleaning product and equipment. • English written – writing cleaning notes and schedules, filing in completion forms etc. • Full driver's license an advantage 	
<p>Experience</p> <ul style="list-style-type: none"> • At least 12 month's experience in a similar role within the cleaning / hospitality industry. • Customer-facing and/or service environments • Customer service • Cleaning experience 	
<p>Skills/Competencies</p> <ul style="list-style-type: none"> • Keen interest in the cleaning and/or hospitality industry. • Demonstrate good hygiene and grooming practices. • Ability to perform well under pressure and enjoys working in a team environment. • Demonstrate honesty in all work carried out. • The ability to work alone or complete tasks on occasion unsupervised, requires a can-do attitude and a willingness to be proactive. 	
<p>Key Relationships <i>Internal</i></p> <ul style="list-style-type: none"> • Cleaning Manager, Facilities Manager, Head of Facilities, Auckland Live and Auckland Conventions, Venues & Events venue management team. 	



External

- Customers, stakeholders, and audiences of Auckland unlimited venues – respond to site queries or site direction requests.
- All staff/directorates as required.

Delegated Authorities

Budgeted: Opex, Capex

Unbudgeted: Opex, Capex

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.