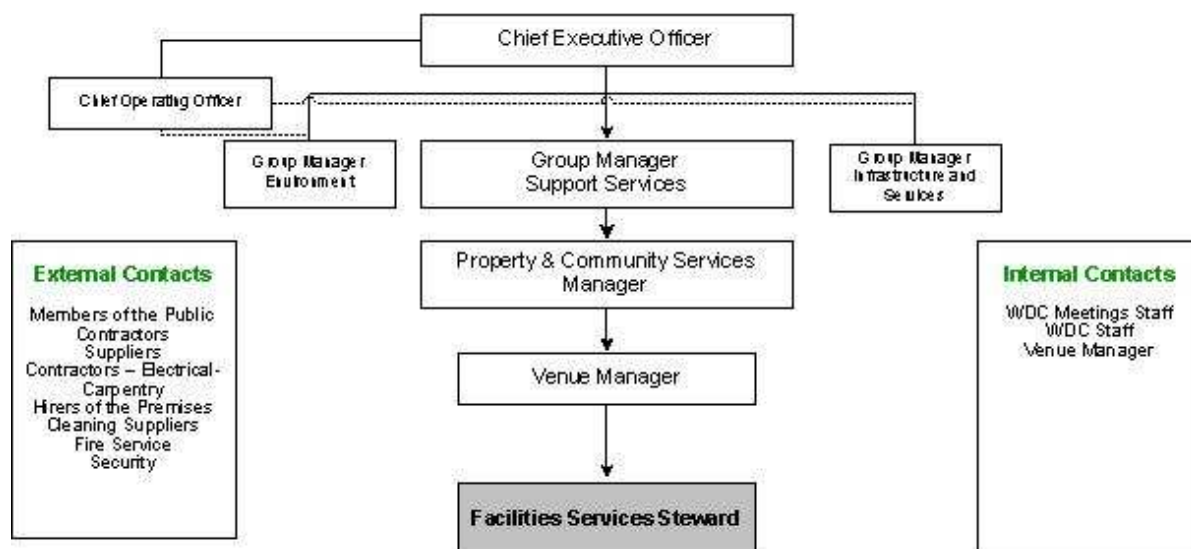


Whangarei District Council JOB DESCRIPTION

Job Title:	Facilities Services Steward	6.1411
Department:	Property & Community Services	
Group:	Support Services	
Responsible To:	Venue Manager	
Job Summary and Purpose:	To undertake facilities service steward duties associated with the work of the Division.	

Organisation Context



Mission

Creating the ultimate living environment.

Vision

To be a vibrant attractive and thriving district, by developing sustainable lifestyles based around our unique environment; the envy of New Zealand and recognised world wide.

Values

The Vision for our district and the Mission for our organisation are underpinned by the Whangarei District Council's commitment to the fundamental core values below. These values guide the way we do business in all activities and services for the benefit of the community.

- Communication
- Customer First
- Innovation and Excellence
- Valuing Employees and Partnerships
- Visionary Leadership

Themes

The following themes reflect the community outcomes we aim to achieve through our Mission, Vision and Values.

- Community Health and Well-being
- Environmental Management
- Positive Economic Growth
- Unique District Identity
- Vibrant Community

Auahi

Āuaha mutunga kore o te Āo tūroa.

Tirohanga

Ka kitea to Ihi, te Ataahuatanga kia anga mua tonu nga mahi i roto i tō tātou rohe. Kia pūmau tonu, te ahurei o te Tai Ao, i te taha moana. Ka āhua kōhaehae te titiro mai o te ao whanui ki a Aotearoa.

Wariu

Nga tirohanga mō tō tatou rohe, mē nga auahi mō tō tatou roopu whakariterite, nā te roopu tautoko kaupapa. Te Kaunihera ā rohe o Whangarei. Kia noho here ki nga pu taketake whai wāriū.

- Whaka Kotahi Haere
- Te kai tonu ite tuatahi
- Whakatakoto Kaupapa hou, whakahirahira
- Wāriūtanga o ngā kaimahi i roto i te haerenga tahitanga, pērā i nga tikanga o te Tiriti o Waitangi
- Tirohanga kai Ārahi (nga tirohanga whakamua kaiārahi)

Nga Kaupapa

Koia enei nga Kaupapa a te Nohoanga he whai whakaaro me nga tukunga iho. Ta matou tino kaupapa he whakatutuki i tenei putake putanoa ta matou Auahi mo te Tirohanga me nga Wariu.

- Nohoanga hauora me te oranga tinana
- Taiao Ropu whakahaere
- Te inetahi o te taha ohaoha
- Te ingoa motuhake o te rohe
- Nohoanga tikorikori.

Key Result Areas

The job of Facilities Services Steward encompasses the following major functions or Key Result Areas:

- Customer Service
- Functions
- Maintenance
- Security
- Safety and Fire Safety

The requirements in the above Key Result Areas are broadly identified below:

What am I supposed to do?	How well am I supposed to do it?
<p>1. Customer Service</p> <ul style="list-style-type: none"> ■ Demonstrates value to all customers. ■ Recognises customer first responsibility and ethos. ■ Contributes to the development of customer focused policies and procedures. ■ Make resolution at first point of contact a working reality. ■ Develops partnerships internally to establish best practice in customer service. 	<ul style="list-style-type: none"> ■ Have clearly identified and agreed service level agreements - internal and external. ■ Resolves customer requests within company policy and frameworks. ■ Demonstrates professional approach, awareness and understanding of organisation strategy and goals (e.g. District Plan and LTCCP). ■ Participates in continuous improvement processes. ■ Actively resolves majority of customer requests without escalation.
<p>2. Functions</p> <ul style="list-style-type: none"> ■ Co-ordinating with hirers to ensure all requirements are met. ■ Set out equipment and furniture for functions in 10 activities areas. ■ Build staging to function requirements. ■ Organise casual labourers to help when required. ■ Maintenance and presentable appearance. ■ Supply of materials to support job. ■ Security of building. ■ Supervision of support staff. 	<ul style="list-style-type: none"> ■ Work standard according to job standard specification. ■ To complete setup for clients in a timely fashion which is favourably reflected in client feedback forms. ■ Visual assessment by hirer and management. ■ Work standard according to job standard specification.
<p>3. Maintenance</p> <ul style="list-style-type: none"> ■ Cleaning of function rooms and concourse. ■ Ensure equipment and fittings are clean and maintained. ■ Poster drops, hanging banners, daily write up of function board. 	<ul style="list-style-type: none"> ■ To complete all cleaning in a timely manner. ■ To ensure all areas of the building are of the highest standard of cleanliness. ■ To create the ultimate events venue. ■ To achieve a 95% achievement rate from customers.

What am I supposed to do?	How well am I supposed to do it?
<ul style="list-style-type: none"> ▪ Organise outside contractors, carpenters, electricians and painters. ▪ Order and pick up supplies. ▪ Minor repairs to machines. ▪ Keep kitchen area clean. ▪ Keep asset register up to date. ▪ Set out equipment and furniture for functions in 10 activities areas. ▪ Clean function rooms and equipment hired, machine wash floors and vacuum carpet areas, buff floor tiles. ▪ Build staging to function requirement. ▪ Organise outside contractors for venue repairs. ▪ Order and pick up supplies from outside suppliers. ▪ Carry out maintenance to venue lighting. ▪ Keep Forum North and public area clean and presentable. ▪ Organise casual labourers to help when required. ▪ Monitor fire and safety measures in our venue – fire warden. ▪ Consult with hirers of venue. ▪ Fly NZ Flag from pole, front of building. ▪ Assign other assisting staff to tasks as required. ▪ Daily write up on function boards for public information. ▪ Minor repairs to machines (cleaning). ▪ Set up simple sound system. ▪ Deliver hired equipment to other council departments. ▪ Hang banners on building front. ▪ Advertising poster distributing around city. ▪ Organise removal of refuse. ▪ Keep up to date asset register. ▪ Glass cleaning (windows etc). ▪ Equipment painting etc. ▪ Clean kitchenette after hirer’s use. 	<ul style="list-style-type: none"> ▪ Work required completed to hirer’s satisfaction and on time - Verified by verbal or written comments. ▪ Hirer has a written comment form for each function – to indicate his satisfaction or otherwise. (Called How well did we do). ▪ Did they come back (hirer). ▪ Manager’s and customer feedback on appropriate form. ▪ Have received hirer’s letters of praise of staff courtesy and efficiency.
<p>4. Security</p> <ul style="list-style-type: none"> ▪ To be aware of security needs, eg. unsettling – setting of alarm. ▪ Securing rooms and equipment and keeping an eye on the whole venue. 	<ul style="list-style-type: none"> ▪ To ensure venue is secure at all times. ▪ To ensure security checks are carried out continually.

What am I supposed to do?	How well am I supposed to do it?
<p>5. Safety and Fire Safety</p> <ul style="list-style-type: none"> ▪ Erecting staging to OSH standards ▪ Ensuring adequate safety rails are in place and that the hirers know what is expected of them in the hall and theatre areas. ▪ To be fully aware of Fire Warden role. ▪ To know the evacuation procedures. ▪ To be aware of fire regulations in the hall area, theatre area and backstage area. 	<ul style="list-style-type: none"> ▪ Ensure building is to OSH standards. ▪ To ensure clients are aware of OSH standards and comply with them. ▪ To ensure all policies and procedures are adhered to.

Note

The above performance standards are provided as a guide only. The precise performance measures for this job will need further discussion between the job holder and manager as part of the performance development process.

General Requirements

- To provide the best possible service through the practice of a customer first ethic, and to promote a vibrant image of Council.
- To take all practical steps to ensure your own safety and the safety of others while at work.
- To demonstrate a commitment to cultural awareness in all aspects of work and development.
- To demonstrate a commitment to Council's EEO policy in all aspects of work and development.
- To embrace training and professional development opportunities for continuing improvement.
- To undertake Emergency Management responsibilities if required.

Approved:

GROUP MANAGER SUPPORT SERVICES

Date:

Whangarei District Council PERSON SPECIFICATION Facilities Services Steward

Technical/Professional Qualifications

Essential	Desirable
<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ The ability to carry out routine work which requires a level of education that includes School Certificate level subjects of particular relevance to the job. ▪ Kiwihost.

Experience

Essential	Desirable
<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Experience in a similar service occupation.

Skills and Attributes

Essential	Desirable
<ul style="list-style-type: none"> ▪ Reliability, punctuality ▪ Communication skills ▪ Common sense ▪ High standard of hygiene 	<ul style="list-style-type: none"> ▪ Health & Safety competency ▪ Technical equipment competency

In addition to the above specification we require, of all our employees, the following competencies:

Key Competencies for All Staff Expected (Value Related) Behaviours

■ Customer First

All jobs exist to provide services for customers whether these are inside the organisation (i.e. colleagues) or outside (e.g. consent applicants, citizens). A person demonstrating this value will value all customers, encourage people to become empowered and involved and act professionally and fulfil commitments.

■ Valuing Employees and Partnerships

A person demonstrating this value looks for partnerships/alliances, develops links with businesses, understands that employees are our greatest asset, works together, builds trust, shares expertise and values and respects diversity. Creates valued culture by seeking out opportunities to value employees.

■ Communication

A person demonstrating this value demonstrates accessible networks, communicates openly, looks outwardly to develop and strengthen the marketing of our District and is responsive and flexible.

■ Innovation and Excellence

A person demonstrating this value will consider alternatives and think creatively, develop excellence and expertise, develop world class best practice, promotes innovations and contributes to change.

HOW DOES MY JOB FIT INTO THE BIG PICTURE?

Creating the Ultimate Living Environment

What We Achieve

How We Operate

Mission

Community Outcomes

Values

Community which enjoys & treasures its natural & cultural values

District which is safe and crime free

District with growing business & employment opportunities

Community which is healthy and educated

District with lots of community facilities & programmes for all

Communication

Innovation and excellence

Visionary leadership

Valuing employees and partnerships

Customer first

Key result areas ← **JOB DESCRIPTION** → **Key competencies**

performance standards

expected behaviours

Delivery of strategic plan at employee level

measured through organisational wide key performance indicators

job specific skills

Performance Development System

Measure effectiveness of performance

Establish the performance agreement

Coaching, training and development

Conducting a review of performance