Tūranga Mahi / Position Description: Cleaning Operator

At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

Customer Focused - Community Driven - People at the Heart

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

"The organisation's success is my success. My job is only done when everyone's job is done."

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community.
The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	Cleaning Operator
RANGATIRA - REPORTS TO:	Janitorial Services Team Leader
KĀHUI - GROUP:	Community Experience
TAUNGA MAHI - LOCATION:	Vaughan Road Depot / Civic Centre
PŪTAKE - POSITION PURPOSE:	The Cleaning Operator is responsible for delivering high-quality cleaning within the CBD and janitorial services across council-owned buildings, public amenities, and open spaces. This role ensures that all areas are clean, safe, and welcoming for public use. The operator also supports grounds maintenance activities when required, contributing to the overall presentation and functionality of council assets.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Mana whenua • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	**Cleaning and Janitorial Services** • Perform routine cleaning of council facilities including offices, libraries, community centres, and public toilets. • Carry out janitorial duties such as public toilet cleaning, waste removal, restocking supplies, and minor maintenance tasks. • Ensure all areas meet hygiene, safety, and presentation standards. • Respond to urgent cleaning requests and support event-related cleaning operations. **Public Space Cleaning** • Operate road sweepers and other mechanical cleaning equipment to maintain streets, footpaths, and public spaces. • Conduct manual litter picking in high-traffic areas, parks, reserves, and around public amenities. • Removal of illegally dumped rubbish and ensure waste is disposed of appropriately. • Support seasonal clean-up operations and assist with storm or event-related debris removal. **Grounds & Open Space Care** • Maintain open spaces, ensuring they are tidy, safe, and visually appealing. • Assist with general grounds maintenance when required. • Support seasonal clean-up operations and event preparation. **Health & Safety** • Follow all council health and safety procedures and safe work practices. • Use appropriate PPE and ensure cleaning chemicals and equipment are handled safely. • Report hazards, incidents, and maintenance issues promptly. • Participate in safety briefings and contribute to a culture of safety and care in public spaces. **Equipment and Resource Management** • Maintain cleaning tools, machinery, and supplies in good working order. • Conduct pre-use checks and report faults or maintenance needs. • Ensure efficient use of materials and monitor stock levels for replenishment. **Customer Service** • Interact respectfully with members of the public and respond to enquiries when appropriate. • Represent the council positively in all public interactions, maintaining a professional and approachable manner. **Health, Safety & Wellbeing** • Take responsibility for working safely and contributing to a healthy work environment by complying with health and safety requirements, identifying and managing risks, and actively supporting a culture of safety, wellbeing, and continuous improvement. **Civil Defence** • Support our statutory Civil Defence and Emergency Management (CDEM) obligations by maintaining readiness to undertake assigned emergency management roles, participating in required CDEM training and exercises, and carrying out response and recovery duties as directed during emergency events, in addition to normal position responsibilities. **Accessibility & Inclusion**

	• Demonstrate a commitment to accessibility, inclusion, and equitable outcomes in all aspects of the role. • Consider accessibility and inclusion requirements when developing, delivering, reviewing, or contributing to services, processes, communications, systems, projects, and customer interactions. • Support a workplace culture that values diversity, promotes inclusion, and enables participation for employees, customers, and stakeholders with differing needs and abilities. • Ensure work undertaken as part of the role complies with Council policies, accessibility requirements, and relevant legislative obligations. *NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.* There will also be the annual delivery of agreed KPIs.
TE ĀHUA O TE TANGATA - PERSON SPECIFICATION	
NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as quivalent)	**Required** • Certificate in Cleaning Operations or equivalent experience preferred. • Experience in cleaning and janitorial services, ideally in a public sector or multi-site environment. • Basic knowledge of grounds maintenance practices is an advantage. • Competency in using cleaning equipment and chemicals safely. • Valid driver's license; relevant certifications (e.g., chemical handling, first aid) desirable.
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Attention to detail and cleanliness standards • Health and safety awareness • Reliability and time management • Teamwork and communication • Flexibility and adaptability • Customer service orientation