

Casual Cleaner

To undertake individually or as part of a team, the cleaning of designated areas to ensure they are kept in a clean and hygienic condition.

ORGANISATION
NGĀ POU | OUR VALUES



Manaakitanga
The customer is at the centre of everything we do.



Rangatiratanga
We aspire to the highest standards.



Whakapono
We strive to be trusting and trustworthy.



Whanaungatanga
We act with courage, respect, kindness and empathy.



Kotahitanga
We embrace diversity and strive to be inclusive.



Aroha
We believe in and encourage each other.



RANGITIKEI
DISTRICT COUNCIL

**He oranga Whenua,
He oranga Tangata,
He oranga Wairua.
Tihei Mauriora!**

**If our Land is cared for,
if People are looked after,
if the Spirit is strong,
we can build a
better future for all.
Let there be life!**

Making this place home

Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Casual Cleaner – that's your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Ensure facilities are kept clean and hygienic at all times
- Use, store and dispose of cleaning chemicals in accordance with regulations
- Complete all cleaning duties as instructed by your line manager
- Have a responsive and flexible approach to duties
- Report any damage, vandalism or maintenance requirements
- Demonstrate confidentiality and honesty
- Maintain communication with your line manager to ensure chemicals, consumable and cleaning materials are at appropriate levels to complete your duties
- Adhere to standard operating procedures regarding use of equipment
- Comply with all aspects of security, including reporting any issues
- Continually monitor and improve systems, methods, efficiency and the quality of services provided to customers



What we all do

- Grow and develop resilient customer focussed staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

Our customer commitment

We strive to deliver excellent customer service by:

- Understanding and anticipating your needs
- Dealing with your enquiry promptly and fully
- Providing quality support and information to assist you
- Communicating changes to services in advance

We will:

- Welcome you, listen and treat you respectfully
- Acknowledge and follow up all complaints and requests
- for service, and provide a timely response to you
- Seek your feedback on the service you receive so we can continue to improve what we do

Health and safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures and guidelines

What you will bring

- Proven cleaning experience
- Knowledge of cleaning chemicals, proper storage and disposal methods
- Proven customer service experience
- Able to communicate effectively

- Ability to work autonomously
- Reliable and punctual
- High level of accuracy and attention to detail
- Reasonable level of fitness and agility
- Thorough understanding and advocacy for the principles of customer first
- Demonstrated ability to perform professionally and efficiently