

**The University of Waikato
Te Whare Wānanga o Waikato**

POSITION DESCRIPTION

Campus Services Assistant/ Caretaker

Reports to: Support Services Lead

Division: Property Services

Tenure: Permanent

Location: Hamilton Campus

Date: May 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Property Services team forms part of the Corporate Services Group and manages the University's corporate estates portfolio to create an environment that strongly supports the operational and strategic goals of the University.

The Property Services Division is comprised of two portfolios:

Campus Development and Infrastructure

- Campus Development which provides strategic leadership in the ongoing development and management of the University's Campus Development Plan. This includes oversight and management of significant infrastructure projects, ensuring that all developments align with the institution's long-term vision and operational requirements.
- Space Planning and Management which is responsible for the strategic planning, allocation, and management of campus spaces to ensure optimal utilisation.

Campus Operations and Risk Management

- Facilities, Infrastructure, and Grounds Maintenance including not only the ongoing upkeep of all buildings and outdoor spaces but also the strategic stewardship of the University's physical assets to support the University's operations and long-term sustainability.
- Services which include fleet operations, mail handling, portering, and cleaning. These services are essential to the daily functioning of the University, contributing to organisational efficiency and a high standard of campus upkeep.
- Campus Security and Emergency Management which ensures the safety and wellbeing of all members of the University community through robust security measures and preparing for potential emergencies.
- Responsibility for University enterprise risk management activities and travel portfolio.

2. POSITION PURPOSE

To provide comprehensive campus caretaking for the Campus Services Manager and Support Services Lead in the presentation of internal and external spaces and building between the hours of 7.30 – 4.00 pm, all the while to be available to address unforeseen or emergency support services requirements. The position also exists to provide short term assistance to: Tea Service, cleaning and logistics teams to cover temporary absences

3. FUNCTIONAL RELATIONSHIPS

Internal: Property Services Manager and staff
Trades staff
Safety & Wellness team members
Other University staff

External: Supply chain partners
Contractors

4. KEY RESPONSIBILITIES

Daily Routines (During Semester time)

- Daily assistance within the cleaning team – directed by the cleaning team lead
- Replenishment & upkeep of assigned coffee machines, distribution of milk and replenishing of other consumables as required
- Cleaning of specified spaces
- Timeous completion of triaged service requests and requested tasks
- Immediate attention to required emergency cleans such as floors or bathroom soils

Weekly - Routines

- Undertake routine external cleaning tasks as directed by appropriate line manager. Such tasks may include but are not limited to clearing of: cobwebs, sweeping and maintaining of building entrances including glass cleaning

- Scheduled application of moss & mould treatment
- Scheduled water blasting of identified spaces
- Upkeep of all external fixtures including but not restricted to: Waste bins / lamp posts/ seating /bike stands / signage
- Self-prioritising of tasks to ensure designated external areas are well presented, aside from control of vegetation growth
- These tasks may vary depending on business need
- Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

Short Term Cover

- Within any service line as required: Cleaning / Logistics / Caretaking
- Assisting Logistics team as required: Office moves, delivery of supplies & equipment, mail & courier items

Administration

- Complete daily calendared tasks updating timing records to track job length
- Track application of moss & mould treatment assisting to build an ongoing maintenance schedule
- Provide feedback on completed scheduled maintenance
- Close out of assigned service requests
- Same day response to email communications

Health & Safety

- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.
- Undertake line manager health and safety responsibilities as set out in the University's Health and Safety Policy.
- Any other duties as required that are consistent with the position held, other than exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Campus Services Assistant will be performing satisfactorily when:

- The UoW campus is clean and well presented at all times within the scope of the Campus Caretaker role
- Allocated daily tasks are undertaken as scheduled and minimise disruption to staff and students
- All cleaning emergencies are attended within a 2 Hour window
- Incidents are appropriately responded to with minimal disruption to service and maximum safety for staff, students and visitors
- There is good communication between Campus caretaker, Support services Lead and Support Services Manger
- Proactive contributes are made to continually improve the ongoing upkeep of UoW
- Feedback on service from customers/stakeholders is consistently positive
- Self-organising to ensure time efficiency
- Assigned duties are carried out as expected
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Clean driver's license.
- Good general education.
- Physical ability to work outdoors.
- Basic computer skills.

Preferred

- Industry related experience in commercial cleaning.
- Education to at least NCEA Level 3 (or equivalent).

Training, Skills and Knowledge

Essential

- Requires a working knowledge of methods, processes, tools and equipment utilised in commercial cleaning and maintenance on an institutional scale.
- Proven ability to use computers for work task allocation and communications, including basic
- Strong communication skills in order to interact effectively with staff and timeliness.
- Good awareness of health and safety requirements in a workplace, particularly lifting, use of ladders, working at heights, chemical use and barrier protocols, and PPE etc in publicly accessible spaces.

Personal Qualities

- Ability to work in a multidisciplinary environment with all levels of staff.
- Be physically fit with no physical limitations to movement or strength.
- Consistently develops and sustains cooperative working relationships.
- Ability to accept and pass on new information accurately.
- Flexible work attitude and even temperament with strong motivational skills
- Ability to set and achieve goals.
- Tidy in appearance.
- Professional in customer relationships.
- Working within a flexible schedule with time management skills to maximize productivity and positive outcomes.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.