The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Housekeeper

Reports to:	Residential Life Manager
Division:	Student Services
Tenure:	Permanent
Location:	Hilcrest Campus
Date:	October 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 Student Services Division provides a central service for student welfare, support and accommodation, and policies, information, advice and services relating to student administration and academic matters.

The Director of Student Services is responsible for the overall management of the Division, with assistance from the Divisional Group Managers.

The Student Support Group primarily comprises the pastoral support services, which includes chaplaincy, counselling, student health, halls of residences and Tauranga support services, as

well as alumni and careers.

The Group Manager is responsible for the effective and efficient management of the Student Support Group in all these areas.

2. POSITION PURPOSE

To clean the Hall to the standard set by the University, so that residents may live in a clean and hygienic environment. In particular, to share a responsibility for health and safety within the Hall, so that a safe and comfortable lifestyle is available to Hall's residents.

3. ACCOUNTABILITY

The Housekeeper is responsible to the Supervising Housekeeper.

4. FUNCTIONAL RELATIONSHIPS

Internal: Group Manager
Student Support
Residential Life Manager
Accommodation Coordinator
Supervising Housekeeper

External: Contractors
Residents

5. KEY RESPONSIBILITIES

- To clean communal areas including kitchen; lounge; laundry; garage; elevator; courtyard.
- To clean communal bathrooms (toilets and hand basins and mirrors).
- To wash hard floors, remove rubbish, vacuum, clean windows, glass doors.
- To remove dust from shelving; windowsills; rails.
- To spot clean walls as needed.
- Check and report on ill health or unusual behaviour of the Hall's residents to the Supervising Housekeeper.
- Check and report maintenance faults Accommodation Coordinator.
- To be an active team member of the Housekeepers group.
- Participate in the maintenance of a safe and healthy environment for self and others. Contribute to the hazard management programme. Training will be provided.
- Any other duties as required that are consistent with the position held.

NOTE: New staff will normally attend a catch up with the Supervisor approximately three months after taking up their appointment to see how they are coping with the workload etc.

6. PERFORMANCE STANDARDS

The Housekeeper will be performing satisfactorily when:

- All areas are maintained and cleaned to the standard set by the University.
- The Supervising Housekeeper, Residential Life Manager and other members of the hall team are assisted in the pastoral care of the residents.
- Maintenance faults are reported promptly.
- Good communication links are established and maintained; ideas and issues are discussed as these contribute to the smooth running of the Hall.
- Safe and healthy practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.
- Ensure that common spaces & surrounding areas are cleaned & residents are satisfied

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Good standard of general education.

SKILLS, KNOWLEDGE and EXPERIENCE

- Relevant experience in commercial cleaning or institutional housekeeping.
- Experience in handling commercial cleaning equipment.
- Knowledge of safety procedures relating to cleaning equipment and products.
- Knowledge of health and safety issues, particularly in relation to buildings and maintenance.

PERSONAL QUALITIES

- Genuine commitment to client service.
- Ability to work independently as well as a member of a team. Flexible attitude to work tasks.
- Reliability, honesty, trustworthiness.
- Respect for confidentiality.
- Good health, fitness and mobility is necessary since the work can be strenuous; stair and ladder work will be required at times.